



## **Merseyside Youth Association Privacy Notice- MYA Navigators**

### **How we use information and Data:**

Merseyside Youth Association Ltd is a children and young people's charity, providing a range of interventions to support young people's informal education and progression into adulthood.

Information and data is used to support the charity to provide needs led interventions, to support safeguarding, to manage risk and to enhance our accountability.

This privacy notice explains how we collect, store and use personal data about individuals who access our services.

### **The categories of information that we collect, hold and share include:**

- Personal information (such as name, date of birth, address, postcode, emergency contact details, GP details etc.)
- Referrer information (including name, company/ organisation, phone number, email address)
- Characteristics (such as gender, sexuality, disability, ethnicity, language, nationality, medical conditions, living arrangements etc.)
- Other services individuals may be involved with (Youth Offending Team (YOT), Child and Adolescent Mental Health Services (CAMHS) etc.)
- Employment and education status
- Attendance information (such as sessions attended)
- Outcome monitoring information (such as progressions, qualifications, employment, education, training, resilience, belonging, motivation, skills and confidence progress)
- CCTV images taken within MYA premises
- Photographs of events and project delivery, to be used in promotional material, website content, social media accounts and printed press (list not exhaustive)

### **Why we collect and use this information:**

- To process and follow up referrals received by the project
- To contact you, or your emergency contact when we need to
- Seek medical assistance if required
- Ensure your wellbeing and provide appropriate support
- Comply with health and safety obligations, including the completion of accident book and RIDDOR reporting
- Monitor and report on your progress
- Assess, evaluate and improve our services
- Undertake research and evaluations to influence future services
- Provide evidence of appropriate use of funds to funding bodies
- Comply with data sharing legislation
- Comply with security and legal obligations in order to:

- Maintain a safe environment for young people, staff and visitors
- Deter criminal acts against persons and property
- Assist the police in identifying persons who have committed an offence

**The lawful basis on which we use this information:**

We will only collect and use your personal information when the law allows us to. Most commonly, we process it where:

- It is necessary to fulfil a contract we have entered into with you
- We have obtained consent to use it in a certain way
- Where it is necessary for our legitimate interests or those of a third party, and your rights do not override these interests. For example, we may provide funders with information on the numbers of individuals presenting with particular difficulties, to show appropriate use of funds

Less commonly, we may also use personal data in situations where:

- We need it to comply with a legal obligation
- We need it to perform an official task in the public interest
- We need to protect your interests (or someone else's interests)

Where we have permission to use your data, you may ask for some but not all of the data we hold and process about you to be deleted, in certain circumstances. For further information about your rights to have this information deleted, please ask your project worker.

**How we collect this information:**

We collect personal data from individuals, parents/carers and sometimes from third parties such as schools, key workers, or GP's. We will also collect information throughout the duration of an individual's involvement with our services, from the moment they are referred until the time they move on.

Information collected may be provided verbally or in writing. We may need to collect additional information that is not identified above, but will provide written notice before doing so, explaining the reasons why we need it, its use, its storage and your rights.

While the majority of information provided to us is compulsory, some of it is provided on a voluntary basis. In compliance with data protection laws, we will inform individuals about whether they are required to provide specific information, or if they can decide not to share it.

**Storing this information:**

- All information held as hard copies will be kept in a locked filing cabinet on MYA approved premises
- Should information need to be transported it will be done so using a locked portable filing system
- All electronic information will be kept on our CRM and IAPTUS system, which is password protected and securely held on a cloud based storage system
- We hold data for 7 years, unless otherwise stated by the data controller

- The records are only seen by those who need the personal data so they can do their job. The security of the data follows MYA's Data Protection Policy

**Who we share this information with:**

Where it is legally required, or necessary (and it complies with data protection law), we may share personal information with:

- Our Local Authority-to meet our legal obligations to share certain information with them, such as safeguarding concerns and exclusions
- The Merseyside Violence Reduction Partnership
- NHS England/ NHS Direct
- Your family and representatives
- Other MYA staff and projects

**Why we share this information:**

We do not share this information and data with anyone without consent unless the law and our policies allow us to do so.

**Requesting access to your personal data:**

Under data protection legislation, referrers, parents, carers and children have the right to request access to the information we hold about them. To make a request for your personal information please contact **Dale Blackburn at DaleB@mya.org.uk**, who will then pass your request onto our Data Protection Officer.

Unless subject to an exemption under the GDPR, you have other rights over how your personal data is used and kept safe, including the right to:

- Say that you don't want it to be used if this would cause, or is causing, harm or distress
- Stop it being used to send you marketing materials
- Say that you don't want it used to make automated decisions (decisions made by a computer or machine, rather than by a person)
- Have it corrected, deleted or destroyed if it is wrong, or restrict our use of it
- Withdraw your consent to the processing at any time, where consent was the lawful basis of processing the data
- Claim compensation if the data protection rules are broken and this harms you in some way

**Complaints**

We take any complaints about how we collect and use your personal data very seriously, so please let us know if you think we have something wrong.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concerns about our data processing, please raise this with us in the first instance.

If you wish to exercise any of these rights, please contact our Data Protection Officer.

You can also go directly to the Information Commissioner's Office at:

<https://ico.org.uk/concerns/>

Telephone: 0303 123 1113

Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire,  
SK9 5AF