

Young Person's & Children's Privacy Notice



Just Drop-In wants to do all it can to protect and respect your privacy.

So that we do things right, we want to tell you what information we collect about you and what we do with it. We also want you to know your rights and to check with you that you are happy with how we are doing things - If you are aged 13 years & under, we have to do this with your parents by law.

What we collect:

Your Non-identifiable Data

This means things like your age, gender and how many times you have visited us. It doesn't include any information that anyone could trace back to you.



Why we keep this:

This helps us to understand the needs of young people, like you, that we are helping. For example, checking the average age of young people who come for counselling.

What we do with it:

We collect the information and look at what it tells us and we sometimes use this information to let our funders or supporters know what we do.

Things you should think about:

No one would know this information is about you so there are very few risks with this and we collect most of this information without any fuss.

It would be tricky for us to help you if we couldn't collect this type of information.



What we collect:

Your Identifiable Data

This means things like your name, address and telephone number. It also means things like the goals you set and a brief summary about the things we are helping you with. We keep this for practical reasons to get in touch with you and so that we can review your progress and remember important things to help us to help you.

What we do with it:

We keep these on a database called 'Charity Log', which has good security systems. Only staff members at Just Drop-In can access this.

For some counselling and mentoring clients, we flow data to the NHS so that they can look at trends nationally this includes some data that can identify you.



Things you should think about:

It would be tricky for us to help you if we couldn't collect this type of information. If you are coming to counselling, we do have to make some records by law.

You have a right to ask us to NOT to send your personal data to the NHS. You should record this decision at the end of the form

We only share stuff without your permission when we are legally required to do so – usually because we are really worried about you or someone else.



For younger people, we sometimes need to talk to your parents about you. We will always include you in this and you will know what we talk about.

We would only talk to your parents about you (without your permission) when the circumstances gave us concern for your safety.

What we collect:

This means things like photographs or videos of activities at Just Drop-In or in the community at an organised event. **We do not take photographs or recordings in counselling.**

Why we keep this:

We take videos and photos to record all of the things we have been doing and to keep a history of our work and also, to show other people what we do.

What we do with it:

- To show people what we do
- Input into our publications and newsletters
- For use in the press such as newspapers
- For use on our website
- For use in presentations
- For use on our Social Media



We keep photos and videos for a short time (less than 3 months) on smartphones that have secure locks on them. After that, they are kept on our secure database.

We keep this type of data for up to 2 years and then we destroy it.

Things you should think about:

Some images will be taken by other people at public events such as, the Barnaby Parade and we cannot control this. Once an image has gone into a public space it is difficult for you to retain control of it.

Think about any repercussions about having your image shared – are you ok for people to know you come to Just Drop-In?

A good thing about having your image taken and used is that it is a great way to celebrate and feel part of your community.



The lawful basis on which we use this information:

We collect and use information for general purpose

- Consent:** the individual has given clear consent for us to process their personal data for a specific purpose.
- Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- Legal Obligation:** the processing is necessary for you to comply with the law (not including contractual obligations)
- Vital Interests:** the processing is necessary to protect someone’s life.
- Public Task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or functions has a clear basis in the law.

If you or your child have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. However, more information is available at: <https://ico.org.uk.make-a-complaint>



You have the right to:

- ✓ Have your data kept safely and securely
- ✓ Change your mind
- ✓ See what we record about you
- ✓ Object or complain about what we record about you



All data is kept for 2 years after you have stopped coming then safely deleted or destroyed.

I am ok with Just Drop-In collecting:

- Non-identifiable data
- Identifiable data
- Photographs and Images
- Sending my Identifiable data to the NHS

Signed by Young Person or Parent/ Carer (for those 13 years & under):

Date _____

Please note any exceptions or conditions: