

## Full Version Beneficiary Privacy notice June 2026 Final

<p>Introduction</p>	<p>Imagine if all the personal information we carry around was enough to fill a backpack. Details like our name, address, date of birth, and more are things we are taught to keep safe. But, for Just Drop-in to offer you a safe and helpful service, this is the kind of information we will be asking you to share with us. So, to give you the confidence that we're not just 'rooting around in your backpack' without good reason, we have both this full and a short version privacy notice to explain why the information is needed, how we will keep it secure and your rights.</p> <p>This privacy notice is for those aged 14 and over and use our services or for the parents/carers of beneficiaries aged 13 and under. We have separate privacy notices for donors, staff and volunteers and cookies.</p> <p>This notice explains that we collect and use information (including special category data) to provide a safe and effective service and would not be able to offer many of our services without it. Therefore, it's important you understand your rights and options when consenting to a Just Drop-in Service.</p>
<p>Who we are</p>	<p>Just Drop-in Youth info &amp; advise are a registered Charity (Number 1081416), registered Company (Number 3884673) and ICO registered (number ZA528268). You can find us on the ICO register at <a href="https://ico.org.uk/ESDWebPages/Search">https://ico.org.uk/ESDWebPages/Search</a></p> <p>Address : 15 Brook Street Macclesfield SK11 7AA Phone : 01625 665079 Text : 07718 425405 Email : hello@justdropin.co.uk</p>
<p>Principles we work to uphold</p>	<p>We want to do all we can to protect and respect your privacy. So, when collecting, using, storing and deleting your data, we will be guided by the following principles:</p> <ol style="list-style-type: none"><li>1. We will only collect data for a specific purpose that will be explained to you;</li><li>2. We will not use your data for other purposes without your prior consent;</li><li>3. We will only collect the data that we need to deliver and promote services and no more than is necessary;</li><li>4. We will collect and use your data only if we have legitimate business reason and lawful basis to do so;</li><li>5. We will work to keep your data up to date by asking and providing you with opportunities to tell us about any changes;</li></ol>

	<p>6. We will apply high technical standards to make our processing of data secure;</p> <p>7. We will not store data in identifiable form longer than is necessary to accomplish its purpose or as required by law, except otherwise stated.</p> <p>If you have any queries about this privacy notice or about any aspect of our data management, please contact our Data Protection Lead via <a href="mailto:hello@justdropin.co.uk">hello@justdropin.co.uk</a> .</p> <p>This Privacy Policy will be reviewed every 12 months to ensure it continues to comply with the latest regulations and best practice.</p>
<p>How we collect information about you</p>	<p>When you first get in touch, you can share your information with us in-person, over the phone, email or by using our online referral form. If you are requesting to use one of our services, you will also be asked to fill out an online ‘My Whole Self’ form.</p> <p>When sharing your information with us online, we have an additional cookies policy on our website to explain the implications of sharing your data in this way.</p> <p>You can update your data at any time by contacting us or completing a <a href="#">‘My whole self’</a> form.</p> <p>As well as directly from you, we may also be provided with data about you by Family members or carers, Other health and care providers, Social services, Charities or voluntary sector organisations, Schools, colleges, universities or other education or work placed organisations. We will share this information offered by 3<sup>rd</sup> parties with you.</p> <p>All of this information is gathered and stored together to form your Just Drop-in beneficiary record.</p>
<p>The type of information we collect and why</p>	<p>We collect and use the following information to provide a high quality, safe and tailored service, including third party referrals if required:</p> <ul style="list-style-type: none"> <li>- <b>Identifiable</b> – Name, date of birth, address and contact details, emergency contact details etc &amp; in some cases photos and videos.</li> <li>- <b>Records</b> – We create a secure record that includes data such as notes about the work you do with Just Drop-in and any feedback you give, your support needs, lifestyle, interests, education, work and home life etc.</li> </ul>

	<ul style="list-style-type: none"> <li>- <b>Special category data</b> – Ethnic origin, religious beliefs, Gender, health and sexual orientation information (optional)</li> <li>- <b>Photos and videos</b> – This means taking photos and videos with your permission of activities at Just Drop-in or in the community at organised events. We do not take photos or videos of counselling. We take videos and photos to show our community, stake holders and funders what we do.</li> </ul>
<p>Lawful basis for holding and using your information</p>	<p>Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK and more information on the <a href="#">ICO’s website</a>.</p> <p>Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website.</p> <p>Just Drop-in’s lawful bases for collecting or using personal information to provide services and third party referrals are:</p> <ul style="list-style-type: none"> <li>• <b>Legitimate interests</b> – We rely on legitimate interests when the processing of your information is necessary for us to run the service safely and effectively, to understand your needs, and to report on our impact to secure funding.</li> <li>• <b>Consent</b> - We will ask for your consent to share identifiable information in non- safeguarding situations.</li> <li>• <b>Vital interests, legal obligation, or substantial public interest</b> – To protect public interest or an individual’s physical, mental health or wellbeing if it is at serious risk.</li> </ul>
<p>Your rights</p>	<p>When using our services, you have rights over your personal information when we use ‘legitimate interests’ as our lawful basis. These including</p> <ul style="list-style-type: none"> <li>• <b>Your right of access</b> - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Please find further information about this below.</li> <li>• <b>Your right to rectification</b> - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.</li> <li>• <b>Your right to erasure</b> - You have the right to ask us to delete your personal information.</li> <li>• <b>Your right to restriction of processing</b> - You have the right to ask us to limit how we can use your personal information.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Your right to object to processing</b> - You have the right to object to the processing of your personal data at any time and we will stop processing your information unless we can demonstrate compelling legitimate grounds to continue. If the service you wish to use, or are currently using, depends upon us processing your information, objecting is likely to mean we can no longer offer that service.</li> </ul> <p>If we ask your consent to share non-safeguarding information, you can say no without it effecting your use of the service.</p> <p>You can find out more about your rights on the <a href="#">ICO website</a>.</p> <p>If you make a rights request, we will endeavour to respond to you within one month. To ask a question or make a data protection rights request, please contact our Data Protection Officer at <a href="mailto:hello@justdropin.co.uk">hello@justdropin.co.uk</a></p>
Your right of access – in more detail	<p>We are working hard to bring you more information about this. While we are busy checking our facts, you would be welcome to speak to a member of the team in the meantime if you have any questions.</p>
Marketing	<p>We may contact you via text or email from time to time about the Just Drop-in services, events and opportunities we think will be of interest to you. We will give you the opportunity to opt-out of receiving these communications at the time that we collect your information. If you would prefer we stop sending you these messages, you can opt out at any time by using the following <a href="#">LINK</a>.</p> <p>Please note that when you update your communication preferences it can take up to 28 days to take effect across all of our systems.</p>
Keeping your information safe	<p>Whichever route you use to share your information with us, your data is promptly moved and stored on a secure database called '<a href="#">Charity log</a>'. Our Staff and Volunteers then have access to your information on a 'need to know' basis so that we can offer you a service.</p>

	<p>Photos and videos – These will be stored on the password protected device they have been taken on for a short time (maximum of 3 months) and then deleted or transferred onto our secure database.</p>
<p>Sharing your information</p>	<p>We may share your information in an anonymised way within Just Drop-in and the wider community including funders, stakeholders, the NHS and on social media. This plays an important role in helping Just Drop-in to continue it's work by demonstrating the impact we have in people's lives and securing funding. It also helps to raise awareness so that we can reach and support other young people and families who might be finding life hard. Examples of what we might share includes:</p> <ul style="list-style-type: none"> <li>• <b>Feedback you have given us</b></li> <li>• <b>A case study or the story of our work with you</b></li> <li>• <b>Data with the NHS England to help them look at National trends. This includes your postcode and date of birth, plus your gender and ethnicity (it is optional to share your gender and ethnicity with us).</b></li> </ul> <p>As this information is anonymised, it is very unlikely that it would be linked back to you. However, you may still wish to object to us sharing this information. Please see our Opt out of sharing link below.</p> <p>If you have questions about NHS England data flow specifically, you can find out more on our fact sheet on the website at <a href="https://www.justdropin.co.uk/privacy-notice/">https://www.justdropin.co.uk/privacy-notice/</a></p> <p>We may share <b>photos and videos</b> within Just Drop-in and the wider community including funders, stakeholders and on social media to raise awareness, demonstrate impact and secure funding. As this information is identifiable, it could be used to identify you and so you have the right to object. Please see our Opt out of sharing link below. You will be given the opportunity to opt out of photos and videos being taken of you at the time without this effecting your use of the service.</p> <p>We may ask your consent to share your identifiable information with the people in your life or other organisations with the aim of benefiting your wellbeing, in non-safeguarding situations, but you will be able to say no without this effecting your use of the service.</p> <p>There may be times when we need to pass on your identifiable information with or without your permission in the interest of public safety, such as if we have reasonable cause to believe that you, a child or vulnerable adult is at risk of significant harm. This includes if you pose a risk to yourself or someone else. Or if you were to share information that relates to a serious criminal offence.</p>

	<p><b>Opt-out of sharing</b> - you can opt-out of us sharing specific data using the following <a href="#">LINK</a></p> <p><b>Feedback</b> - you have the option to leave anonymous feedback at any time for internal use only using the following <a href="#">LINK</a></p>
<p>How long we hold your information for</p>	<p>We keep your information for <b>2 years after you stop using all of our services</b>. After that, we delete it unless there's a really good reason we need to keep it for longer, like for safety or legal reasons.</p> <p>We try to delete your data after 2 years because:</p> <ul style="list-style-type: none"> <li>• <b>We usually don't need it for longer.</b> Most of the reports we do for funders and partners are done within that time.</li> <li>• <b>Your privacy matters.</b> We don't want to hold onto your information longer than necessary.</li> <li>• <b>Things change.</b> If you come back after 2 years, your old info probably won't be up to date, so we'll create a fresh record that reflects where you're at now.</li> <li>• <b>Less is better.</b> Keeping loads of old data puts pressure on our systems, so we only keep what we genuinely need.</li> </ul> <p><b>Photos and videos</b> - These will be stored on the password protected device they have been taken on for a short time (maximum of 3 months) and then deleted or transferred onto our secure database. We keep original file photos and videos on this database for up to 2 years, as explained above. Please be aware that once an image has been shared in a public space, Just Drop-in cannot guarantee it's deletion.</p>
<p>How to share a concern</p>	<p>If you have any concerns about our use of your personal data, you can ask to speak to our Data Protection Officer by emailing <a href="mailto:hello@justdropin.co.uk">hello@justdropin.co.uk</a></p> <p>If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO using the details below:</p> <p style="text-align: center;">Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF</p> <p style="text-align: center;">Helpline number: 0303 123 1113</p>

	Website: <a href="https://www.ico.org.uk/make-a-complaint">https://www.ico.org.uk/make-a-complaint</a>
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