



# Northumberland County Council

## **This is Your Personal Data**

### [Northumberland Youth Service](#)

How we handle your information

#### **Information for the public**

Everyone working for Northumberland Youth Service has a legal duty to keep and process information about you in accordance with the law.

This document explains why we ask for your personal information, how that information will be used and how you can access your records.

#### **Why is information recorded about me?**

We use information about young people to enable us to carry out specific functions for which we are responsible and to provide you with a service.

We keep records about a range of young people. These may be written down (manual records), or kept on a computer (electronic records).

#### **These records may include:**

- basic details about you, for example, name, address, date of birth
- unique identifiers (such as your NI number)
- contact we have had with you, for example, appointments and letters of correspondence
- notes and reports about your relevant circumstances
- details and records about the service you have received
- relevant information from other people that we have been in contact with in relation to the service that you have received
- attendance at specific youth service sessions
- health information when attending specific activities (for instance off site visits and residential)
- photos, videos and other media that may be used to promote the Youth Service
- registration documents to enable participation on youth service activities

#### **What is the information used for?**

Your records are used to help ensure that we provide you with the service that you need. They are used to ensure you are kept safe and that appropriate support networks can be effectively contacted if needed. For instance your medical details are important whilst taking part in an off site activity if assistance such as the emergency services are required. Your contact details also allow us to make sure all necessary parties are contacted promptly.

It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or support you need.

If you do not provide us with this information then we will not be able to ensure your safety when participating on a number of youth service activities.



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## **How long for?**

In order to provide you with this service, we rely on the legal basis of Education and Inspection Act 2006: section 6 507B. Your details will be kept for a maximum of two years from your last contact with the service. This will allow us to fulfil certain statutory requirements such as annual reports, reporting to funding bodies, etc. Processing is kept to a minimum and will only be processed in accordance with the law.

When other agencies are involved in the care of young people, we may need to share details about you to enable us to work together for your benefit.

Information will only be shared with third parties if they have genuine and lawful need for it.

## **Exceptions:**

Information obtained for the purpose of an off-site visit (trip away / residential experience) will be kept securely on the “Evolve” system until the young persons subject to the trip is 25 years old.

Information obtained as a result of safeguarding procedures will be kept indefinitely should the need for further investigation arise at a later date.

## **Occasions when your information needs to be disclosed (shared) include:**

- Partnership agencies within the County Council when a disclosure of a safeguarding nature is made
- External partners when we work together to provide youth service provision that you may be accessing
- Where the health and safety of others is at risk
- When the law requires us to pass on information under special circumstances
- When we report on a specific piece of work as required by funding bodies

## **Anyone who receives information from us has a legal duty to keep it confidential**

We are required by law to report certain information to appropriate authorities – for example:

- where we encounter infectious diseases which may be a public health concern
- where a formal court order has been issued
- when a disclosure is made regarding a cause of concern of a young person’s wellbeing
- as a requirement of any formal investigation

## **Partner organisations**

Northumberland Youth Service works with a number of partner organisations. This enables us to offer the best possible service in many cases and ensure that young people have the widest possible access to youth service provision.

These could include:

- National schemes such as the NCS (National Citizen Service) scheme
- Voluntary Sector youth projects who we are working in partnership on a summer residential programme



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- Other agencies within Northumberland Adolescent Services who are responsible for ensuring the wellbeing of young people
- Other NHS organisations/teams who are involved in your care

Information will be processed within the EEA and will not be shared with overseas recipients.

We may also share some of your information, subject to strict agreement on how it will be used, with:

- Funding bodies who require certain information as a requirement of the funding they have provided
- Agencies where a multi agency approach is adopted to ensure the best outcome for a young person

## Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your youth service records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website or by contacting the Information Governance Office directly. You are entitled to receive a copy of your records free of charge, within one month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

## Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it
5. To ask us to restrict the use of your information
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information
7. To object to how your information is used
8. To challenge any decisions made without human intervention (automated decision making)
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below
10. If our processing is based upon your consent, to withdraw your consent

## Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us. Please contact [youthservice@northumberland.gov.uk](mailto:youthservice@northumberland.gov.uk) or call 01670 536400 and ask to speak to a Youth Service Lead.

Data Protection Officer: [informationgovernance@northumberland.gov.uk](mailto:informationgovernance@northumberland.gov.uk)



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You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)