

CONSENT

Your information must be freely given and there must be an indication signifying this agreement. You will be asked to tick a consent box which indicates clear affirmative actions that you agree to us processing it.

HOW TO ACCESS YOUR INFORMATION RECORDS

The Data Protection Act 1998 allows you to find out what information is held about you on computer and in certain manual records. This is known as "right of subject access". If you want to see any information that we may hold about you at The Warren, you can make a written request to the manager. The written request should include:

Your full name.

A clear description of what information you would like, for example if you require information related to any counselling sessions, it may be useful to provide the dates of the sessions.

Your address and any other information that may prove useful in locating your information, such as your date of birth.

A forwarding address for correspondence.

You are entitled to view your records and if you wish, to receive a copy. You should also be aware that in certain circumstances your right to see some details in your records may be limited in your own interest or for other reasons.

The details you will need to contact us are:

The Warren Manager: JJ Tatten
The Warren of Hull Ltd.
47-49 Queens Dock Avenue
Kingston-Upon-Hull
HU1 3DR

Please let us know if there is anything you are not happy about in this leaflet as we really do appreciate your feedback!

WHO ARE OUR PARTNER ORGANISATIONS

Your information may be held and processed by the Hull City Council Children and Young People's Services and Hull CCG Clinical Commissioning Services with whom we contract for some of our services.

Subject to strict agreements describing how it will be used, your information may also be shared with:

FUNDERS AND CONTRACT HOLDERS

Local Authorities, Hull City Council Children and Young Peoples Services, Hull CCG Clinical Commissioning Services, European Social Fund, Humber Learning Consortium, The Big Lottery

ORGANISATIONS WHO ARE SUPPORTIVE OF OUR AIMS

Private Sector Providers, Educational, Services, Voluntary Sector Providers

POLICE OR SOCIAL SERVICES

Private Sector Providers, Educational Services, Voluntary Sector Providers

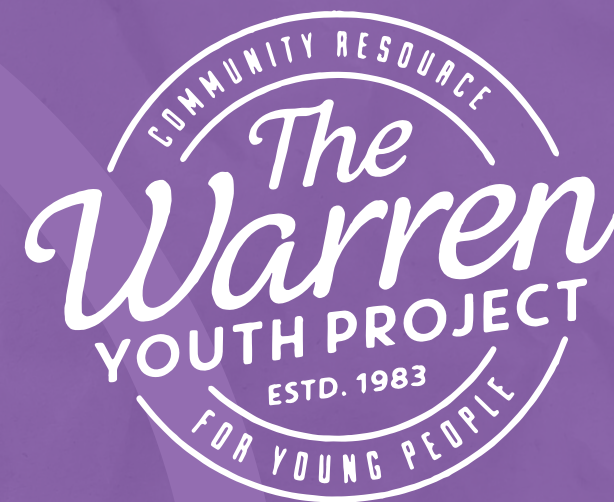
This leaflet has been produced by The Warren as part of its Privacy Notice Policy and GDPR 2018

FURTHER INFORMATION

Speak to any of the staff in The Warren if you wish to know more about how we use your information. You can also contact the Information Governance Lead at The Warren. A member of staff will give you their details.

Please remember that we are not going to tell tales or get you into trouble. The reasons we sometimes need to share information about you are clearly outlined in this leaflet and are ultimately to make sure that you get the best service possible and that you are kept safe from harm.

Privacy Notice



HOW WE USE YOUR INFORMATION



KNOWING YOUR RIGHTS

This leaflet explains your rights, why information is collected about you and ways in which this information may be used.

WHY WE COLLECT INFORMATION ABOUT YOU

The staff at The Warren are all professionals and will keep records about you as you engage in the various activities and services that The Warren offers. These help ensure that you receive the best possible service from us. They may be written down (manual records), or held on a computer or in the cloud. These records may include:

PERSONAL INFORMATION

Name, Address, Postcode, DOB, Age, Email Address, Mobile Number, National Insurance Number, Unique Learner Number, (Employment Education and Training status), Residency status in the UK, Number of children, living situation, GCSE Grades, Utility Bill, Council Tax Letter, Benefits award notice, Self Declaration, Letter of Confirmation from a third party, employer, apprenticeship or education provider.

SENSITIVE INFORMATION

Medical Condition, Disability Status, Ethnicity, Sexual Orientation, UK- Passport, Birth Cert, Full Driving License, National Identity Card

We will retain your personal information on our systems for no longer than is necessary.

HOW YOUR RECORDS ARE USED TO HELP YOU

We will use the information we hold to plan activities and services for you whilst at The Warren.

If you use our Can Do service, the information we hold about you will ensure we are providing exactly the right type of support for you.

If you have any issues about the quality of any of the services we provide, your concerns can be properly examined if you need to complain.

HOW YOUR RECORDS ARE USED TO HELP US

Your information may also be used to help us:

Identify the needs of the young people using The Warren.

Secure funding to pay the staff at The Warren for the care and support they provide to you.

Audit our financial accounts and young people's services.

Investigate complaints, legal claims or untoward incidents by young people or staff.

Make sure our services can meet young people's needs in the future.

Prepare statistics on performance.

Review the service we provide to ensure it is of the highest standard to you.

Teach and train Youth Work/Social Care professionals.

Conduct research and development.

Your information may be held and processed by various funders who we contract with for some of our services, and your information is subject to strict agreements describing how it will be used.

Where your information is used for statistical purposes every care is taken to ensure that individual young people cannot be identified. Statistical information where young people cannot be identified may also be passed to organisations with a valid interest, including universities, community safety units and research institutions.

Personally identifiable information may be used for essential Warren purposes. These may include research and auditing services. This will only be done with your prior consent unless the law requires information to be passed on to improve public health.

HOW WE KEEP YOUR RECORDS CONFIDENTIAL

Everyone working for The Warren has a legal duty to keep information about you confidential.

You may be accessing support and services from several organisations such as the NHS, Social Services and voluntary organisations. We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if professionals involved in your care have a genuine need for it. We will not disclose your information to organisations such as the police without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

Anyone who receives information from us is also under a legal duty to keep it confidential.

We are required by law to report certain information to the appropriate authorities. Occasions where we must pass on information include:

Where a person under the age of 18 is felt to be at risk from harm.

Where a person who is classed as a vulnerable adult is felt to be at risk from harm.

Where the health and safety of others is at risk.

Where a formal court order has been issued.

Our guiding principle is that we are holding your records in strict confidence.

