**Summary**

Cardiff Youth Service takes everyone’s privacy seriously. Here’s how we collect, share and process your personal information. By using our services, you accept the terms of this notice and the ways we may process your information.

**What information does Cardiff Youth Service collect?**

When you interact with any of our services, we may collect your:

* name
* address
* email address
* (mobile) telephone number
* date of birth
* emergency contact information
* school you attend

We may also collect sensitive personal data such as information about your:

* racial or ethnic origin
* religious or philosophical beliefs
* pronouns

We will let you know before collecting this sensitive personal data whether it is compulsory to give us your personal information, and the consequences, if there are any, of not providing some or all of the information.

*Information we collect from other sources*

We may receive your personal information from other sources, such as public databases, a friend, relative or member of the public who is concerned about you, or an organisation which has your permission to share your information with others.

We may also receive information from Education services, Children’s Services or Social Services, from a local authority or other professionals such as health practitioners, teachers or employers.

**How do you use my information?**

Depending on the specific purpose, we may process your information on the following bases:

* with your consent
* in order to enter into or perform a contract with you
* to protect your vital interests
* for our legitimate business interests
* where necessary to perform a task in the public interest
* for compliance with our legal or social protection obligations

We may use your personal information for the following purposes:

* to provide you with services you have requested
* to respond to your enquiries or needs
* for administration purposes
* as required by law
* to help facilitate further education or training
* to carry out risk assessments and manage your activities/behaviour
* to contact other professionals e.g. the housing office to help you to secure your benefits
* to contact emergency services if there is an immediate risk to life
* to use your case study in our campaign materials (only with your explicit consent)

We may also anonymise and aggregate personal information to improve our services or for reports. You cannot be personally identified from such data.

**How do you share my information?**

We may need to share your information with the following parties for the following reasons:

* Service providers: in order to provide you with the services or information you have requested.
* Police or Social Services: we are under various legal obligations to share certain data for the prevention and detection of crime, for example the sexual offenders register or to prevent benefit fraud.

How do you protect my information?

We take appropriate technical and organisational measures to ensure that we (and our service providers on our behalf) keep your information secure, accurate and up to date. Cardiff Youth Service has measures in place to protect the sensitive personal data it processes.

**How long do you hold my information?**

We will retain your personal information for the period necessary to fulfil the purposes in this notice unless a longer retention period is permitted by law. Different types of information are held for different periods of time in accordance with our retention policy. You can request deletion of your personal information at any time (see “What are my personal information rights?” below).

**What are my personal information rights?**

**To be informed**: we must provide fair processing information typically through our privacy notice.

**Access**: you can ask for a copy of the information we hold about you.

**Correction**: we will use all reasonable endeavours to ensure the accuracy of your personal information. It is your responsibility to ensure that you submit true, accurate and complete information to us. You can have any inaccuracies in your information corrected.

**Deletion**: you can ask us to delete all your personal information in certain circumstances (for example, if the information is no longer necessary).

**Objection/marketing**: You can object to us processing your data in certain circumstances (for example, profiling).

**Restriction**: you can ask us to pause processing your information in certain circumstances (for example, if you are disputing its accuracy).

**Portability**: you can ask us to transfer your information electronically to another organisation in certain circumstances.

**Automated decision making/profiling**: you can ask for access to information about the reasoning behind any decisions taken by automated means. You have the right to ask us to reconsider a decision taken by automated means.

**Withdrawal of consent**: you can withdraw your consent at any time.

All of these rights are free to exercise. We will aim to respond within one month unless we need to extend the timeframe for certain reasons. You can make any of the above requests by contacting Cardiff Youth Service

cardiffyouthservice@cardiff.gov.uk

*other information*

**Transfers of your personal information**: at all times, we intend to store and process your personal information within the EU. Should this ever change, we would take steps to ensure your personal information is only transferred once adequate safeguarding is in place. This includes Model Clauses, other adequacy mechanisms or derogations approved by the EU Commission or under UK law.

**Children**: our services are aimed at young people aged 11­‐25. When we receive contact from a person under 13 years old we will ask the young person if an adult with parental responsibility can provide consent for us to hold/use the young person’s personal data but if this is not possible, we will make a professional judgement. If it can be justified to be in the public interest to share the personal data, we will lawfully share it to protect the child from significant harm and promote the welfare of the child.

**Consent**: to process your information for certain purposes we require your consent. You have the right to decline to provide or withdraw your consent at any time. You should note that we may not be able to provide you with Cardiff Youth Service without your consent.