



Policies & Procedures
Title: Client Privacy Notice
Policy Owner: Trustees

CLIENT PRIVACY NOTICE

Policy Statement

The following policy sets out the type of data needed to be collected and processed in order to deliver our services, which is designed to achieve a high level of protection for Fun 4 Young People (F4YP) Ltd. (F4YP) and its service users.

Scope

This policy applies to: -

- All personnel this includes employees, casual and sessional contractors, volunteers and trustees, as well as all other persons supporting, providing, or delivering services for or on behalf of F4YP
- Parent/carer/guardian and service users.

The type of personal information we collect

We hold some personal information about you/your young person to make sure we can help and look after you at F4YP. For the same reasons, we get information about your young person from some other places too.

This information includes:

- Contact details
- Young person's booking/attendance records
- Young person's characteristics, such as ethnic background or any special educational needs
- Any medical conditions
- Details of any behaviour challenges

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you/your young person, for one of the following reasons:

- Getting in touch with you and your young person when we need to
- To safeguard you/ your young person
- Looking after you/your young person's wellbeing and support you/your young person
- To track attendance
- To create anonymous statistics for funding

For the same reasons, we get information about you/your young person from some other places too

- Schools
- Social Services if applicable
- Other agencies supporting you

We may share the information we hold with our provider organisations for them to deliver their services as part of our activity programmes and funders as part of their requirements. We may also share images of your young person to provider organisations and funders if you have given us consent to do so. We ask for your consent on our booking forms (www.f4yp.eventbrite.co.uk). You can withdraw your consent at any time.

Providers include:

Canoe Trail
Spiral Freerun
Sophie Ibbott Therapy

Funders include:

Awards 4 All
Be Active
Carlton Education Trust
Co-Op Community Fund
Bedford Borough Council
Bedford Giving
Forest Of Marston Vale
Gale Family Trust
Garfield Weston
Harpur Trust
Hedley Foundation
Mazars
Panacea
Rank Foundation
Rotary
Sported
The National Lottery Community Fund
Wixam Tree Trust
Youth Empowerment Fund

(last updated November 2023)

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is:

- **Your consent.**

You may remove your consent at any time. You can do this by contacting dpo@f4yp.org

How we store your personal information

Your information is securely stored on Eventbrite and Salesforce cloud-based servers.

We keep the personal information we use until the Service Users 25th Birthday unless records contain positive handling incident records, in which case records are retained until the Service User's 85th Birthday. When we dispose of Service User information, it is deleted and purged from all systems.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at dpo@f4yp.org if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at dpo@f4yp.org

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Our registered ICO number is: ZB315189

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>