



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

CLIENT PRIVACY NOTICE

Policy Statement

The following policy sets out the type of data we need to collect and process in order to deliver our services to you. Both policy and practice are designed to achieve a high level of protection for Fun 4 Young People (F4YP) Ltd. (F4YP) and you, its service users.

Scope

This policy applies to: -

- All personnel including 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
- Service users including young people, their parents/carers/guardians and close family.

The type of personal information we collect

We hold some personal information about you/your young person/family to make sure we can help and look after you/your young person/family at F4YP services & events.

This information includes:

- Contact details
- booking/attendance records
- characteristics, such as ethnic background or any special educational needs
- Any medical conditions
- Details of any behaviour challenges
- Details of bursary criteria
- Details of who lives in your family home
- Details of other professionals working with you/your family/your young person, for example schools or social services.
- Records of professional/ multi-agency meetings

How we get personal information and why we have it

Most of the personal information we process is provided to us directly by you/your young person, and is processed 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 to support you/your young person
- To provide ongoing pastoral support
- 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;

Code: 1.3.3	Date: Jan 2026	Next Review: Jan 2027
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- Schools
- Social Services if applicable
- Other agencies supporting you
- Our providers (see below)

Who we share information with and why

Below we have listed types of organisations we share data with, what sort of data and the legal basis under General Data Protection Regulation (GDPR) for sharing it (see the [ICO website](#) for further information)

Third Party Activity Providers

We share the relevant information we hold with our provider organisations for them to deliver their services as part of our activity programmes.

Providers include:

Canoe Trail

Spiral Freerun

Sophie Ibbott Therapy

Legal basis for this sharing: Contract (personal information we need to provide our service to you/your young person safely)

Funders

We share anonymised statistics to funders as part of our contract with them

Legal basis for this sharing: Legal obligation (anonymised statistical information - see the [ICO website](#) for further information)

We may also share images and/or case studies of you/your young person/family to provider organisations, funders and/or via social media and our website 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 with no impact upon the service we are able to provide to your / your young person/family. However, we may not be able to remove any/all images or case studies used prior to consent being withdrawn.

Legal basis for this sharing: Your consent (photos, case studies, some personal information)

Funders include:

The National Lottery Community Fund

Bedford Borough Council

Harpur Trust

Bedford Giving

Children In Need

Carlton Educational Trust

Co-Op Community Fund

Garfield Weston Foundation

John Laing Foundation

Kerslake Robshaw Foundation

Mazars

Wixamtree Trust

Gale Family Trust

GT Railway
Masonic Charitable Foundation
Sport England
BLCF
Bedfordshire Charitable Trust
Foyle Foundation
(last updated April 2025)

Statutory Services & other supporting agencies

This primarily relates to schools / statutory education providers but could also home education services, emergency health services, other local government departments such as social services or housing and other support services working with you, your young person or your family.

Schools, statutory education & home education providers

As part of our pastoral support, we provide termly reports to each young person's school which includes an overview of their progress; support needs identified at club(s) and attendance information. We may also discuss pastoral support in relation to your young person between times of reports.

Legal basis for this sharing: Contract (personal information we need to provide our service to your young person safely)

Emergency health services and local government departments such as social services or housing

We may share information with such providers when we believe it could pertain to safeguarding someone.

Legal basis for this sharing: Legal obligation (information which we believe could pertain to safeguarding someone – see our Safeguarding Policy and the [ICO website](#) for further information)

Other supporting agencies

We may share information with such providers when we believe it could pertain to safeguarding someone, or where you have given your consent for us to share information in order for both services to better support you, your young person or your family.

Legal bases for this sharing:

- Legal obligation (information which we believe could pertain to safeguarding someone – see our Safeguarding Policy and the ICO website for further information)
- Your consent (personal information related to support needs but not safeguarding)

How we store your personal information

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

How long we retain your data depends on how old you were when you first came to F4YP.

Under 18 at first contact

We keep the personal information we collect 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.

Over 18 at first contact

We keep the personal information we collect until 7 years after the Service User leaves our service, unless;

- records contain positive handling incident records, in which case records are retained until the Service User's 85th Birthday.
- The information specifically relates to another Service User who was under 18 at first contact (see above retention periods)

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 see the [ICO website](#) for further information on your rights, and 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>