

# CHILDREN AND YOUNG PEOPLE – PRIVACY NOTICE

## Who are we?

We are a young people's charity. We offer various support services including counselling. We are committed to using your personal data in a fair manner.

## What is personal data?

Personal data is anything that could be used to identify you. This could be your name, address, telephone number or email.

## What information do you collect?

When you access one of our services, call us or complete a referral, we may collect your:

- Name
- Address
- Email address
- Telephone number
- Birthdate

We may also collect sensitive personal information about you, which may include:

- Ethnic origin
- Physical or mental health
- Sexual orientation

We may receive your personal information from other sources including; your doctor, other professionals working with you, CAMHS, a teacher or a family member.

## How will you use my personal information?

We will use your information for the following purposes:

- To provide Step by Step services
- To respond to your enquiries
- To speak with other professionals about your care (only with your consent)
- For legal purposes
- To protect your vital interests

## Do you share my information?

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

- NHS Organisations: We may need to share your information if another NHS professional is involved with your care.

We may share your anonymised information to our partners for reporting and monitoring purposes.

### **How do you keep my information safe?**

We take measures to ensure that we keep your information secure, accurate and up to date. We have security measures in place to protect sensitive personal information.

### **How long do you keep my information?**

We will only keep your information for as long as we need to fulfil the purpose it was collected. There may be times where we have to keep your information for longer periods which may be permitted by law.

### **What are my rights?**

You have certain rights with regards to your personal information these include:

- To be informed: This means that you have the right to be informed about the collection and use of information about you.
- Access: You can request to access your personal data
- Correction: You can request the incorrect information is corrected
- Deletion: you can ask us to delete personal information in certain circumstances
- Objection: you can ask us to use your data in certain ways or have it erased when you object to our use of it
- Portability: you can ask us to transfer your data to other organisations in certain circumstances

### **Other information**

For more details about privacy please refer to our full privacy policy

### **Contact**

If you have any questions or queries regarding your data or would like to make any requests, you can contact us by the following methods:

Telephone: 01252 346100

Email: [info@stepbystep.org.uk](mailto:info@stepbystep.org.uk)

By Post:

DPO  
Step by Step  
36 Crimea Road  
Aldershot  
Hampshire  
GU111UD