



## Privacy Policy

The Youth Intervention Centre is a private service offering counselling, intervention, workshops, clubs and training. We are registered with the ICO (Information Commissioners Office), an independent authority created to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. We are committed to the Data Protection Act 2018 and GDPR. We promise that any data we hold on you will be transparent and only used for very specific purposes as defined below.

This policy only applies to data collected by the Youth Intervention Centre via our own forms and website. Third party agents, and websites which are linked to ours, are not covered by this policy. Please refer to the policies of these third-party agents for information regarding how they store and manage your data.

If you have any queries concerning your personal information or any questions on our use of the information, please contact the Practice Manager at the Youth Intervention Centre.

When you request one of the services supplied by the Youth Intervention Centre you will be asked to consent to our processing of your data under the terms of this policy by signing the relevant forms for that service.

### **What information do we collect?**

When you initially contact us, you may be asked to provide names, age, date of birth, preferred pronouns, medical and mental health information of the referee, educational information of the referee and contact information including address, phone numbers, email addresses and emergency contact details.

As part of the initial consultation, you will be asked to sign a risk assessment and a contract agreement or booking form for services we may be providing.

### **Where do we get our data from?**

Our data comes from you via referral forms, risk assessments, booking forms, emails, phone calls, Facebook, Instagram, WhatsApp and our website. It may also be provided (with your consent only) from educational establishments and other professionals involved in your care.

### **What do we use your information for?**

We use information held about you in the following ways:

- To provide you with the professional service requested.
- To offer suitable appointments, and to allocate clients and counsellors for counselling or other services.
- To notify you about changes to your appointments and other changes to our services.
- To seek feedback from you on your experience of our work with you.
- To improve our service to ensure that it is provided in the most effective manner for you and for us.



- To administer our service, including the arrangement of appointments, the handling of donations, and for financial control, data analysis, research, statistical and survey purposes.
- To ensure the safety of ourselves, yourself and all clients using our services.
- To ensure we are meeting your needs as comprehensively as possible.

## What information do we share?

We will **not share** any information about you with other organisations or people, **except** in the following situations:

- **Consent:** Youth Intervention Centre may share your information with professionals or others whom you have requested or agreed we should contact.
- **Serious harm:** Youth Intervention Centre may share your information with the relevant authorities if we have reason to believe that this may prevent serious harm being caused to you or another person.
- **Compliance with law:** Youth Intervention Centre may share your information where we are required to by law or by the regulations and other rules to which we are subject.
- **Accountants:** Youth Intervention Centre uses an accountancy firm to comply with financial and tax laws and therefore they will see your name and the amount you have paid on our bank statements. No other information is shared with them.
- **Pandemic and other national situations:** During the Covid 19 pandemic we were requested by the governments track and trace system to provide contact details of clients we had been involved with within a specific time frame if we contracted Covid 19. Thankfully, this did not happen on this occasion but if something like this happens again in the future we will always do our best to contact you ourselves if this happens but we are not outside the law and this may not be possible under these circumstances.
- We will **not** use any information provided by you for any marketing purposes.

## How do we keep your information safe?

All information you provide to us is stored as securely as possible. All paper forms and correspondence are kept in locked filing cabinets on our premises. All electronic records are stored locally, on our own laptops, all access to which requires password-protected authentication.

Therapists at Youth Intervention Centre write short notes after sessions which are detailed in the initial contract. These notes are written on a piece of software called bacpac. This software is very secure; it has over a decade of experience handling confidential patient data and has been vetted by both the NHS and Ministry of Defence for hosting confidential medical information. More information and their policies can be found here: <https://bacpac.co.uk/security/>

Unfortunately, the transmission of information via the internet is never completely secure. Although we will do our best to protect your information using industry-standard protocols and encryption, we cannot guarantee the security of your data transmitted to us via email or other messaging services like Facebook, Instagram and WhatsApp and any transmission is



at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **When do we remove your data?**

Your contact details will be deleted or shredded six months after your last contact with Youth Intervention Centre. Emails, text messages and other social media messages will also be deleted from our phones and computers after six months. In the case of workshops, clubs and training events these details will be deleted and shredded one year after receiving your initial risk assessment/booking form. Client notes and signed contracts held by the therapist will be kept, as legally required, in a locked filing cabinet on site or the bacpac software for a period of seven years or in the case of a child, until that child is 25.

If, after six months, you wish to use our services again, the initial referral process will start again.

### **What data is held on our website?**

Our website is hosted by Wix. Their privacy notice can be found here:

<https://www.wix.com/about/privacy>. We are happy to provide you with a copy upon request. We do not request any personal information from you via our website, it is simply a host for information regarding our services. However, Wix, as a website in its own right will track and obtain data through your computer as any other website does using tracking cookies. Your continued use of our website signifies that you accept these conditions. All information published on our website is available from us directly if you do not consent to Wix's conditions.

Youth Intervention Centre uses Google Analytics and Wix's analysis tools and data obtained from their tracking cookies to analyse data regarding its website. This may be used to improve our website and the information we offer you on each page.

Each time you visit a website Google analytics automatically tracks information such as (but not limited to) your geographical location, IP address, browser type, browser version, operating system, referral source, page views, length of visit, the times and dates you visit the site, navigation paths, whether you are a new visitor or a returning visitor.

Youth Intervention Centre's website may contain links to other websites of interest.

However, once you have used these links to leave [www.youthinterventioncentre.com](http://www.youthinterventioncentre.com), we no longer have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Students and volunteers**

Volunteers and student counsellors on placement with the Youth Intervention Centre will have any data provided by them via email, social media, application forms, DBS checks and any other information provided to us, kept on file for a period of six years in line with HR guidance, laws and regulations. If you are unsuccessful in your application, any data will be held for a period of six months and then shredded. Any reference requests sent to other persons or outside agencies will also form part of the successful volunteer or student counsellors file and be held for the relevant periods as outlined above.



## **Your rights**

You have the right to ask us to provide a copy of the information held by us in our records.

You also have the right to ask us to correct any inaccuracies in your information. If you would like to do this, please contact us in writing.

You may withdraw your consent for us to hold and process your data at any time. However, if you do this while actively receiving one of our services then this service would have to end. If you wish to do this, please contact us in writing.

## **Changes to this policy**

We may edit and update this policy from time to time. A record of the date that it was last updated is recorded at the bottom of each page and a copy of the most up to date version is held on our website and available on request.