

NYAS takes looking after your information very seriously. This Privacy Notice sets out how we collect, use and store your personal information.

Privacy Policy for Young People

NYAS understands the importance of your privacy, keeping your information secure and complying with data protection legislation. You have the right to be informed about the collection and use of your personal data, how long we keep that information for and who it will be shared with. We call this 'privacy information'.

What records do we keep?

- We record personal information such as your name, date of birth, address and contact details.
- Characteristics such as gender, ethnicity, language and disability.
- We record information on how we have worked with you.

Why we collect and use this information

We use this information to help us to decide how best to help you and also for us to see how successful we have been in helping you.

Information is usually collected by face to face contact, telephone, email or text. Sometimes this information is collected from the social worker or somebody acting on your behalf to access our service in which case we would always ask your consent and share this information with you.

What is the lawful basis on which we use this information?

The lawful basis for using your personal information is to provide you with confidential advice or support.

Withdrawing consent

You may withdraw your consent at any time by contacting us at help@nyas.net, speaking to your advocate or caseworker or by phoning **0151 649 8700**. If you do so, you may not be able to receive the help of some of our services.

Sharing information

We do not share information on any of your personal details unless you have agreed for us to do that. We will always respect your wishes if you do not consent to us sharing information except where we believe you are at risk or where someone else may be at risk, if a subject access request is made or if we are legally required to share the information, for example following a court order.

Sometimes sharing information with another organisation is part of the contract for the service. We will tell you whenever this applies.

We will never share your personal information with organisations so that they can contact you for marketing activities.

Storing this information

When the file is closed it will be kept up for a minimum of 6 years after your case is closed or up to 25 years. It may be kept longer if the nature of the service and if policy or law requires this. Throughout this time, you will have the right to see the information kept on you. After this time the file will be destroyed securely.

Privacy Policy for Young People

What rights do I have?

The right to access your information

You have a right to see the information stored on you, know why we hold it and who we share it with. You can do this at any time by asking your advocate or contacting NYAS by emailing dataprotection@nyas.net

We will usually respond quickly and within 1 month of you asking for any of your rights to be upheld.

The right to have inaccuracies corrected

You can have your personal information including address and contact details corrected at any time.

The right to erasure

You have the right to request the deletion of your personal information

The right to restrict processing

Processing your data just means anything we do with it - collecting it, using it, storing it, sharing it and deleting it.

You have a right to stop the processing of your personal data in which case we would still store just enough data to ensure that no further processing takes place.

The right to object

If we can, we will stop processing your data if you object. We will stop processing your data if you object to processing for purposes of research and statistics.

The right to portability

You can ask NYAS to provide you or a third party with some personal information that we hold about you in a structured, commonly used, electronic form so it can be easily transferred.

The right to transparent information and communication

Information needs to be clear and easy to understand.

The right to have fair processing notices when data is collected

You have a right to information about the use of your personal data at the time of collection.

This is usually done through a privacy notice, like this one.

What can I do if I am not satisfied with the process, or with what is in my file?

If you are not happy with how we are using your information you can speak to your advocate, caseworker or NYAS help line at help@nyas.net or telephoning **0808 808 1001**.

You can also complain to the NYAS Data Protection Officer at dataprotection@nyas.net

You can also make a complaint to the Information Commissioner whose contact details are:

Information Commissioner

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: **0303 123 1113**