

Programme Privacy Notice

About LifeLine Projects

LifeLine Projects' is a registered company (number 03951096) and a registered charity (number 1084634). Our office address is LifeLine House, Neville Road, Dagenham, Essex, RM8 3QS. We are registered as a data controller with the Information Commissioner's Office (ICO). Our registration number is Z6591927. Our Data Protection Officer is Julia Ward – contactable on info@lifelineprojects.co.uk We deliver mental health and wellbeing services to communities and are responsible for looking after information we collect about you.

This privacy notice explains how we collect, use, store and protect personal information when you access our services for young people, including:

- ✓ Mentoring support
- ✓ Sports, arts and creative activities (positive activities)
- ✓ The Reclaimed Project

1. Why We Collect Information

We collect information to:

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| ✓ Keep young people safe | ✓ Provide appropriate mentoring and support |
| ✓ Understand and manage any safeguarding concerns or risks | ✓ Record attendance, engagement and progress |
| ✓ Contact parents, carers or emergency contacts when necessary | ✓ Make referrals to other services where appropriate |
| ✓ Monitor the effectiveness of our programmes | ✓ Report outcomes and anonymous statistics to funders |
| ✓ Meet contractual, safeguarding and legal obligations | ✓ Ensure our services are suitable and accessible for young people |

2. What Information We Collect

We may collect:

Personal Information

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|-----------------------------|--|
| ✓ Name | ✓ Date of birth |
| ✓ Age | ✓ Address |
| ✓ Telephone number | ✓ Email address |
| ✓ Emergency contact details | ✓ School, college or education details |
| ✓ Attendance records | ✓ Behaviour records where applicable |
| ✓ Referral information | ✓ Notes relating to support and mentoring provided |

Special Category Information

Where necessary to provide support and keep you safe, we may collect information about:

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| ✓ Mental health and wellbeing | ✓ Ethnicity, disability and reasons for referral |
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- ✓ Experiences of abuse, exploitation or violence
- ✓ Risk assessments

- ✓ Safeguarding concerns
 - ✓ Social care involvement
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3. Where We Obtain Information

Information may be provided by:

- ✓ You
- ✓ Schools or educational settings
- ✓ Police
- ✓ Health services
- ✓ Other professionals supporting you

- ✓ Your parent or carer
 - ✓ Social workers
 - ✓ Youth offending teams
 - ✓ Referring organisations
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4. Who Can Access Your Information

Access to your information is restricted to trained and authorised staff who need it to carry out their role, including:

- ✓ Youth workers
 - ✓ Safeguarding staff
 - ✓ Programme managers
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5. Sharing Information

We will only share your information when necessary and appropriate. This may include sharing with:

- ✓ Social Care
- ✓ Schools and colleges
- ✓ Domestic abuse services
- ✓ Police
- ✓ CAMHS and health services
- ✓ Other agencies involved in providing support

We may share information when:

- ✓ You have provided consent (where appropriate)
- ✓ There is a concern that someone may be at risk of harm
- ✓ We are legally required to do so
- ✓ Sharing is necessary to protect someone's safety or welfare

Where information is shared with funders, it will normally be provided in an anonymous or aggregated format that does not identify individuals.

6. How We Keep Information Safe

We take privacy and confidentiality seriously. We protect information by:

- ✓ Using secure computer systems
 - ✓ Using encrypted devices
 - ✓ Training staff in confidentiality and data protection requirements
 - ✓ Password-protecting files and accounts
 - ✓ Restricting access to authorised staff only
 - ✓ Following safeguarding and information security procedures
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7. How Long We Keep Information

We usually keep service user records for 6 years after support ends. Some records may be retained longer where required by law, NHS guidance or where our contracts require this. We securely delete information when it is no longer required.

8. Your rights

- ✓ You can ask what information we have about you
- ✓ You can ask us to correct information that is wrong
- ✓ You can tell us that you want to withdraw your consent at anytime where we rely on your consent
- ✓ You can ask us to delete information when the law allows us to
- ✓ You can tell us if you are unhappy about how we use your information

Sometimes these rights may be limited if sharing information could put someone at risk or affect a safeguarding investigation.

If you have any questions about your information, about how we use it or if you want to request to see a copy of your personal information held by us, email the Data Protection Officer on info@lifelineprojects.co.uk

9. Complaints about how we look after or use information.

Please raise any concerns with us in the first instance by emailing or contacting the Data Protection Officer on the above email address. Alternatively, complaints can be raised with the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

10. Need help?

Please ask a member of the LifeLine Projects team if you would like this privacy notice:

- ✓ In larger print
- ✓ In another language
- ✓ Read aloud or explained.