

SWITCH Privacy Notice

LifeLine Projects' is a registered company (number 03951096) and charity (number 1084634). Our registered office address is LifeLine House, Neville Road, Dagenham, Essex, RM8 3QS.

LifeLine Projects' is a "data controller" and we are responsible for processing personal and special category information about young people who receive support on our SWITCH programmes.

This privacy notice tells you what to expect us to do with your personal information (data).

The categories of data we collect, hold and share include:

- Personal data e.g. name, date of birth, gender and school attendance and behaviour information
- Special category data e.g. health, ethnicity, disability, risk factors that identify support needed and safeguarding
- Other data: e.g. attendance to mentoring sessions and evaluation information (anonymised).

Why we collect and use data: we collect and use data to provide mentoring and positive activities to young people, and for monitoring, reporting and evaluation purposes.

The lawful basis we use data: we collect and use data to meet the requirements of the contracts LifeLine Community Projects hold with the following funders:

| Contract | Funder | Retention Period |
|--|------------------------------|--|
| SWITCH Programmes (Communities, Futures and Lives) | The Greater London Authority | Data will be destroyed securely 6 years after the contract has ended |
| London Violence Reduction Unit | London Boroughs | |

How we collect data: we collect data from schools via referral forms, referring organisations, mentoring sessions, questionnaires and participation and evaluation activities.

How we store data: we store data on our secure management information system, Salesforce, and within our email system.

Why and who we share data with: we share information with referring schools and with evaluators who measure the impact of our programmes. We do not share information with anyone else without consent unless the law or our policies allow us to do so. Where required, we will share information with regulators such as Ofsted, and as required under safeguarding legislation and the Information Acts. We require third parties to respect the security of shared information and to treat it in accordance with the law.

Your rights: under data protection legislation, you have the right to:

- request access to data we hold about you
- request correction to incomplete or inaccurate data we hold
- object to direct marketing
- in certain circumstances, have personal data erased or restricted, or withdraw your consent for LifeLine Community Projects to use your personal data
- request the transfer of personal data to a third party.

You may make a request for a copy of your personal data held by LifeLine Projects by emailing info@lifelineprojects.co.uk or in writing to LifeLine Projects, LifeLine House, 25 Neville Road, Dagenham, RM8 3QS.

Complaints about how we look after or use your data

If you have a concern about the way we are collecting or using your personal data, we request that concerns are raised with LifeLine in the first instance by emailing or contacting us on the above address. Alternatively, concerns can be raised with the Information Commissioner's Office at <https://ico.org.uk/concerns/>.