**TEN South Tyneside Young Carers Project**

**Privacy Notice**

**How We Use Your Information**

This privacy notice sets out the basis on which any personal data we collect from you, or that you provide, will be processed by us. TEN South Tyneside Young Carers Project @ TEN North East Limited are the data controller responsible for the processing of your personal data, and will use the information you have given us in a number of ways. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

We collect the following information in order to enable the project to meet your family’s needs and implement support.

**Sharing of Information**

The information that you provide to us may be shared with other agencies to ensure optimum support is achieved. TEN Young Carers Project works in partnership with Humankind Young Carers project (statutory commissioned organisation) to offer and provide support to Young Carers in the borough of South Tyneside. With your consent, information will be shared between the services. We may also, with your consent, share information about you with external agencies, or get information about you from them. These include:

* Local Authorities
* Groundwork Services (SANT)
* Humankind Services
* TEN Services
* Children’s Social Care
* Adult Social Care
* Adult Carers Organisations
* Other Young Carers Services
* Funding Bodies
* Education/Employment Institutions you have or intend to attend
* Other Voluntary Organisations
* Social Services
* Police
* Sub-contractors employed by TEN South Tyneside Young Carers Project (TEN North East Limited) to deliver services on our behalf

If there is anyone you don’t want us to share your information with, just let us know.

All information obtained by TEN Young Carers Service will be confidential, however there are times our confidentiality may be limited. We will not give information about you to anyone without your consent unless the law and our policies allow us to do so.

These would be:

* If you or someone else is at risk of harm
* Disclosure of serious abuse
* Disclosure of/or at risk of child sexual exploitation.
* Terrorist offences that need to be reported to the police

**Information we will collect about you includes:**

Humankind Young Carer and Families Need Assessment document. This includes:

* Young Carers and families personal details and contact information.
* Referral source and external agencies involved
* Reason for caring role
* Medical and allergy information
* Academic/employment/training progress and future goals
* Safeguarding status
* Support Plan and additional support needs

We will also collect the following:

* Photo and Video Consent
* Activity Consent
* Consent to Contact
* Consent to share information
* Consent to remove your child(ren) from the premises

**Why Do We Need Your Information?**

We will collect and process your personal data in order to:

* Ensure you are safe
* Support and monitor your caring role or family circumstances
* Provide you with Information, advice, guidance and support
* Analyse our performance
* Meet our funding obligations

**Storing your information**

Your information is stored on a secure hard drive which we will access via password protected electronics. Information will also be stored within manual files which will be locked away in secure filing cabinets. It will only be accessed by those who need it.

**How Long Do We Keep Your Information?**

Information provided to us will not be stored for any longer than necessary to fulfil our contractual obligations (usually 7 years maximum). We will email you annually to ask if any of your details have changed but should you wish to update us at any time, please speak to one of the team. You can request our GDPR policy which explains in more detail how long we retain your information.

**What Are Your Rights?**

* You can request a copy of the data we hold about you at any time, commonly known as “data subject access request”.
* If you do not think the information we have about you is correct you can request to have this data corrected.
* You can ask us to delete or remove personal data that we hold about you where it is no longer necessary for the purposes which it was originally collected for, or you have successfully objected to our processing of that data.
* You can object to our processing of your data where our lawful basis to process is that we have a legitimate interest to process your data,
* You can object to our processing of your data for marketing purposes.
* You can ask us to suspend the processing of your data for one of the following reasons: you wish to check the data is accurate; you think we are processing the data unlawfully but do not want it erased; you need us to hold the data whilst you establish, exercise or defend a legal claim; you have objected to our use of your data and we are evaluating that objection.
* You can request that we transfer your personal data to you, or a third party. We will provide your data in a structured, commonly used, electronic format.
* Where we are processing data because you have given us consent to do so you can withdraw that consent at any time.
* If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.
* If you are not satisfied with our response, or think we are not using your information in accordance with the law you can complain to the Information Commissioner’s Office (ICO).

**Withdrawing Consent**

If at any time you wish to change the amount of information you allow us to share, or wish to discuss withdrawing your consent to share any information you have the right to do this. Please contact:

Levi Cosker

Marsden Road Health and Wellbeing Centre

Marsden Road

South Shields

NE34 6RE

[levi@styoungcarers.org.uk](mailto:levi@styoungcarers.org.uk)

admin@styoungcarers.org.uk

We will act upon your request within one month of receipt and will inform you once the request is completed.