



# PRIVACY NOTICE

FOR YOUNG PEOPLE

It's important to us that you feel safe sharing your information with us. Don't hesitate to ask questions if you're unsure about what will happen to your information. We will look after it carefully.

## WHO WE ARE

We are Centre 33, a charity offering free counselling, mental health & wellbeing support, information on sexual health, housing, budgeting and also a young carers' project. We are based in Cambridgeshire and Peterborough.



## WHAT DO WE RECORD?

Personal information:

Name, address, phone numbers, email, date of birth

Sex, gender, sexuality, caring status, ethnicity, current education/work status and other demographics

Sensitive information:

Information about your health and situation and notes from your time with us.



## WHO WILL WE SHARE IT WITH?

All our services are confidential. We will not discuss you with anyone outside of Centre 33 without your permission, unless we believe you or someone else may not be safe. We would then contact other services that could help – we would always try and let you know we are doing this.

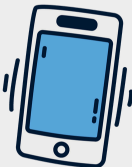
Centre 33 staff will only access your sensitive information if they need to as part of their work with you.

## HOW CAN I SEE MY INFORMATION?

You can contact us at any time to get a copy of your records showing the personal data we hold about you. You can ask us to update your details, and correct or remove any information you think is inaccurate. If you would like to withdraw your information you can do so, but it may mean we can no longer offer you a service. We would always tell you if this was the case.

Contact: Data Protection Officer  
address: 33 Clarendon Street Cambridge CB1 1JX  
email: [data@centre33.org.uk](mailto:data@centre33.org.uk)  
tel: 0333 4141809

You also have a right to complain to the ICO  
(Information Commissioners Office)  
tel: 0303 123 1113



## HOW LONG DO WE KEEP IT?

We keep all our records for up to 6 years unless a contract requires us to keep it for longer. We then destroy any records safely only keeping anonymised demographics for reporting.

## WHY DO WE COLLECT IT?

So we can contact you about appointments and keep in touch during your time with us, and check you are eligible for our support.

So we can monitor and improve our services and ensure we're reaching all the young people we need to. This information will be anonymised if we use it in reports.

This is so we can match you to a service that can help you and monitor how you are doing and how well we are supporting you.

## HOW CAN I ASK QUESTIONS OR MAKE A COMPLAINT?

Please get in touch at any time if you have questions about how we keep your information safe. If you are concerned there has been a breach of confidentiality regarding your personal data please let us know. Contact information below.

If you receive mental health support at Centre 33, the NHS will store some of your information on a secure database as they fund this service. This may include notes from your first session with us, type of support you receive and outcomes, for example. Only the young people's mental health team at the NHS can see this information. The information helps the NHS to monitor how many & which young people are getting support across Cambridgeshire.

To access your information from the NHS, email their data protection team:  
[informationgovernance@cpft.nhs.uk](mailto:informationgovernance@cpft.nhs.uk)

You can see our full notice here:  
[www.centre33.org.uk/keeping-information-safe](http://www.centre33.org.uk/keeping-information-safe)