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1. Who we are and what we do

Centre 33 is a young people’s charity working in Cambridgeshire and Peterborough. We offer free and confidential support and information to young people with regards to their mental health, caring status, or issues around housing, sexual health and money worries.

It is 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 promise to look after it carefully.

Centre 33 regards confidentiality as part of our duty of care and professional obligation towards young people* and all our supporters. It is one of our core values and underpins the effectiveness of the work we do. We comply fully with the General Data Protection Regulations.

2. How do we collection information from you?

We obtain personal information from you when you enquire about our services, engage with our services, send or receive an email or text or otherwise provide us with your personal information. We occasionally receive information about you via a referral form.

3. What personal information do we collect from you and why

We might collect any or all of the following types of information from you depending on the nature of your contact with us:

Personal information	Why do we collect it
Name, address, phone numbers, email	So we can contact you regarding appointments and keep in touch during your time with our services or to ask you for feedback afterwards. This is done on the basis of legitimate interest.
Sex, gender, sexuality, caring status, ethnicity, current: education, work status, geographical area, age	We ask you for this information to be able to monitor, improve and audit our services and ensure we’re reaching all the young people* we need to. This information will be

	recorded anonymously and we will legitimately use it for statistical information, auditing purposes, sharing reports with funders and researching better ways to support young people.
Date of birth, information about your health and situation	This is so we can match you to a service that can help you and provide you with appropriate and meaningful information and support. It is necessary for the provision of a contracted service.
Photographs and film	We may occasionally take and publish photos or film of group activities with your permission to make a record of our services and work. We will always ask for your consent to use these.

4. How do we keep your information safe

We take the security of your personal information extremely seriously.

Data storage

We keep your information safe in these ways:

- **Young people's data** will be held on our secure web-based management system which has limited access for appropriate staff only.
- Paper files are kept locked on all premises.
- Some partner companies have access to our systems (for example our IT maintenance company), but they comply with the GDPR also.
- All your personal data will only be accessed by those members of staff that are working on the project at the appropriate time.
- All data will remain within Europe.

Website

- Our website contains some links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites.
- We do not use cookies on our website.
- We do collect personal data through referral forms on the website. This is channelled straight into our CMS. We hold an SSL certificate to ensure safety.

5. Who sees your personal information?

We want to assure you that your personal information will be respected and protected from unauthorised disclosure wherever possible.

We recognise that the right to confidentiality is rooted in Common Law, in the GDPR 2018, the Human Rights Act 1998 and in the Ethical Framework of professional bodies such as the BACP, to which we subscribe. All our services are confidential.

If you are a young person, we will not discuss you with anyone outside of Centre 33 without your permission.

There are some exceptions:

- i) If you are a service user and we believe you or someone else may not be safe we would then contact other services that could help – we will always try and get your permission first.
- ii) If we needed to work with another organisation to get you some support.

Examples of services we may work with are:

Agencies	Reason for sharing
Job Centre	To help you find employment
School and GP	To ask for extra or specific support for you
Children and Adult social care	To ask for extra or specific support for you
Legal and regulatory services (e.g. the police)	If they required information, we are obliged to share
Agencies	Reason for sharing
Job Centre	To help you find employment
School and GP	To ask for extra or specific support for you
Children and Adult social care	To ask for extra or specific support for you
Local authority	To help you with housing, for example
Legal and regulatory services (e.g. the police)	If they required information, we are obliged to share

- iii) If you are part of the young carers project, we may share your information with your parents or guardians with your permission. We would also ask these people to give us permission to share your information with other agencies if that was necessary.
- iv) If you are receiving support with your mental health and you have been joined up to the YOUNited partnership, then some of your information will be shared on their secure database which is managed by the NHS. Their privacy notices are on their webpage here: <https://www.cpft.nhs.uk/search/service/youunited-195>
- v) Some ‘third party’ organisations may have access to your information. They are all GDPR compliant, sign privacy agreements with us to not use your data inappropriately.

Examples being:

Third party	Reason for access
Mailing list tool for supporters and young carers	To manage the list in a usable format
Case management database	To keep your records organised and safe
Appointment booking system	To be able to contact you regarding appointments and manage your attendance
Inspectors and assessors	To check the quality of our work and ensure we are working to standards

- vi) Within Centre 33, information about young people will be shared on a need-to-know basis. For example, counsellors may discuss you with their supervisor or staff and volunteers might discuss you with Centre 33 colleagues where it is necessary to work collaboratively to support you.
- vii) Non –identifiable data. We will use data to write reports for our funders, assess and audit our services, carry out research. This will not include any information that could identify you individually.

6. How long do we keep your personal data?

In line with legal guidelines, we keep all records of young people for 6 years (plus current year) unless a particular contract or legal framework requires us to keep it for longer. This would be for monitoring, questions about the service, updates etc. At this point we destroy or anonymise the records safely.

7. What are your rights?

1. The right to access your personal information
2. The right to edit and update your personal information
3. The right to request to have your personal information deleted
4. The right to restrict processing of your personal information
5. The right to lodge a complaint with a supervisory authority

You may ask us about this at any time. Please get in touch.

What if I want to withdraw or ask to see my information

If you are using our services and would like to withdraw your personal information, you can do although in some cases we may not be able to support you anymore if we need your personal data for that to happen. We will tell you if this is likely to be the case.

You can ask to see your notes at any time. You must request this through the Data Protection Officer.

Any subject access requests will be handled by the Data Protection Officer promptly and within the required time limit of one month.

8. Breaches of confidentiality, questions and complaints

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:

Data Protection Officer

Post: 33 Clarendon Street, Cambridge CB1 1JX

email: data@centre33.org.uk

Tel: 0333 4141809

**You can also have a right to complain to the ICO (Information Commissioners Office)
on 0303 123 1113.**

Notes:

**Any references to young people and their data can be interchanged with 'service user' as we occasionally work with other groups.*

We strive for continuous improvement in our services, processes and protecting data. We will therefore update this privacy notice from time to time. It will always be on website for you to review.

There is a separate policy for personal data concerning staff and volunteers of Centre 33

There is a separate policy for the personal data of supporters of Centre 33

The Centre 33 Board of Trustees recognises its overall responsibility for ensuring that Centre 33 complies with its legal obligations.

This Privacy Notice was updated May 2026