

Your information will be held by Krunch UK - 2025

Our Privacy Promise to you...

- To fully support the Data Protection Laws (GDPR) which give you greater protection and rights and more control over how your data is used (General Data Protection Regulation (GDPR) forms part of the Data Protection Act 2018)
- To keep your personal information (data) safe and secure
- Not to sell your data
- Not to pass on your data to others, unless this is agreed with you or allowed by law
- We request and require that should other organisations we pass your data onto, also keep your data safe and secure
- To meet your rights to access and manage your data

Who is Krunch UK?

- Krunch UK is a registered charity working with children and young people. You can find out more about us at www.krunch.org.uk.

Why do we ask for your information?

- To plan and deliver the best intervention for you (one to one or small group mentoring support)
- To keep you safe and well when you are with us and in case, we need to contact your parent/carer/next of kin about your session or in an emergency
- To give your parent/carers/referrer reports on your progress, behaviour, and attendance either by mail, email, or telephone
- We use some data from referrals, in an anonymised format, for the purposes of analysis and to



help us understand how our services are being accessed and how we can improve the service. We also use these data for the purposes of reporting.

How do we get this information?

- Usually someone who knows you, such as a teacher, social worker or family support worker will fill in our referral form (*copy available on request*). The person referring should follow **their** own data sharing rules and send us the form in a safe and secure way.
- Staff from Krunch UK will process the information on the referral form to help us decide what support you need and which staff member you will work with. We may also ask for some extra information directly from you or your parent/carer, with your consent.

The information which we collect and store about you and your immediate family / carers may include “Special Data”. The law says this can include data on your health, racial and ethnic origin, gender, sexual orientation, and religious beliefs. We process and store information about the following things:

- Personal information (such as name, date of birth and address)
- Special Characteristics (such as ethnicity, language, nationality, country of birth and disability)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Referral paperwork from our customers and other professionals (to help us deliver a programme for just right for you)
- Delivery session notes (a summary of a mentoring session – for the referrer and other professional adults supporting you)
- Assessment information (such as end of programme progress - are we doing a good job?)
- Medical information (to keep you safe and well in our care)
- SEND data (Special Educational Needs and Disability, so that we can meet your unique needs)
- Behavioural incidents and exclusions (referrers and parent/carers will be informed if there are any)
- Safeguarding disclosures (to keep you and/or others safe from harm)



We can Process your data by Law:

When you are working with Krunch UK or have been referred from a Local Authority department such as Children's Services we have to tell them about some information by law, such as whether you attend and if you are at risk of harm – we have a **Legal Obligation** to pass on such information. Some data, such as ethnicity and disability, must be shared in the **Public Interest** so that people in charge know that we work fairly with a whole range of people. Most of the information we process is with you or your parent/carers clear given **Consent** and we have a **Legitimate Interest** in that information otherwise it is difficult for us to provide you with the service that you need or want.

Collecting data from children and young people:

If you attend any open access youth provisions without your parents/carers, we will ask you to provide personal information such as name, address, date of birth, contact details and emergency contact details. If we don't think you are old enough to do this, you will not be able to join in until we speak with your parent/carer.

Storing and Sending Children and Young Peoples' Information:

We take this very seriously and take every care with your personal information. ***Please see our Data Retention and Security Policy (available on request).***

How long do we keep your data?

- For different lengths of time, mostly for 5 years after you have left school or left Krunch UK services
- Please see our Data Retention Policy for further information

Who do we share your information with?

- The person who referred you to us, or another named person from that school or organisation



- Sometimes we share it with the setting that you move onto after us
- Other people involved in supporting you, such as in-school mentors or your Social Worker
- Health Authorities – such as School Health Nurses or Mental Health Services
- Exam bodies – if you complete a unit of work with Open College Network West Midlands or sit an exam in our building

We do not share information about you, without consent, unless the law and our policies allow us to do so. Please follow this link to see how Sandwell Local Authority will process your data if we pass it to them: http://www.sandwell.gov.uk/info/200219/children/677/early_help/2

Requesting access to your personal data

Under data protection law, you and your family/carers have the right to request access to the information we hold about you. To make a request for your personal information, or to be given access to your Krunch UK records, contact **Lynsey Grant, Krunch UK Services Manager** on 0121 552 5556 or lynsey@krunch.org.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- ask us to update inaccurate personal data and to ask us to erase or destroy it
- claim compensation for damages caused by a breach of the Data Protection regulations



IMPORTANT: If you do not allow us access to some information, we may not be able to provide certain services to you. If this is so, we will explain why. It would normally be because we would not be able to keep you safe and well without the information, or that we could not design the right service for you.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with Krunch UK staff in the first instance, or you do have the right to go directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

If you would like to discuss anything in this privacy notice or if you have any concerns about how your data is handled, please contact: **Lynsey Grant – Services Manager** on 0121 552 5556 or lynsey@krunch.org.uk.

