

DATA PROTECTION AND PRIVACY POLICY

A. What Information Do We Hold About You/Your Child?

Personal Details

We need to know some personal details in order to be able to work safely with children. These include (but are not limited to) the following:-

- Name, Address and Date of Birth of each child
- Name, Address and Contact Phone Number of Parents/Carers
- Phone Number of an Alternative Adult to contact in emergency
- Child's School and Class
- Relevant Medical and Dietary information

Parents/carers will be asked to provide this information on their child's consent form, and a child will not be allowed to participate in the Citadel's services until this information is received. Young people aged 16+, and other adults receiving a service, will be asked to provide their own personal details.

Equalities Monitoring

We collect information regarding the ethnicities and disabilities of our service users, in order to monitor the accessibility of our services. This information is collected for monitoring purposes only. That means that it will never be shared with other agencies, except as part of anonymised data about the Citadel as a whole. You will be invited to provide this information on the consent form, but you do not have to, in order to receive a service.

Photographs/Videos

We routinely take photographs and videos of our service users, which we use for the promotion of the Citadel in the building, in published reports, on our website and on social media. You will be asked whether you consent to the sharing of photographs/videos of you/your child on the consent form, but you are not required to consent in order to receive a service. If you have any questions or concerns about how we share photographs/video, please speak to a member of staff.

Sensitive information

Due to the nature of our work, we often hold sensitive information regarding the behaviour, views, relationships and life circumstances of individual children and their families. This includes (but is not limited to) the following:-

- Information supplied by an agency referring your child to a Citadel service
- Staff recordings of a child's progress in a referred service (including 1:1 support, referred groups and supported places in an open youth club)
- Information we receive from third parties regarding a child who is attending the Citadel
- Minutes of meetings which we attend regarding a child who is attending the Citadel
- Records of communication with other agencies (e-mails, letters and summaries of phone calls) regarding children attending the Citadel
- Copies of grant applications / requests for financial assistance for children attending the Citadel

B. Where Do We Hold Information About You/Your Child?

Your / your child's personal details and sensitive information will be held confidentially and securely. Electronic data is stored on the Citadel Server, which can only be accessed from the Citadel office by authorised members of staff with individual password protected accounts. Paper copies are stored in a locked cabinet within the Citadel office. No unauthorised personnel have access to the office, unless accompanied by a member of staff, and the office is locked when not occupied by staff.

C. Will We Pass On Information About You/Your Child To Other Agencies?

We will not pass on information about you or your child to other agencies without your consent, unless we are concerned that a child (or vulnerable adult) is at risk of harm. The latter includes (but is not limited to) the following:-

- Passing on concerns about the welfare of a child to their Named Person (typically, the Head Teacher of their school)
- Passing on concerns about the safety of a child to Social Care Direct
- Passing on information to the Police regarding a crime in which a child has been (or is likely to be) harmed
- Providing information requested for a Children's Hearing, Child Protection Case Conference, Looked After Child Review, Child/Young Person Planning Meeting
- Discussing concerns about a Looked After Child with their allocated social worker

We hold that it is good practice, wherever possible, to discuss concerns with parents/carers before passing them on to other agencies. However, we have a legal obligation to pass on concerns about the safety of children, with or without the consent of their parents/carers.

D. Can You See The Information We Hold About You/Your Child?

You have a right to request to access the information we hold about you/your child, and we will provide this within one month. This right excludes information supplied in confidence by a third party who has not given their consent to share this information with you.

E. How Long Will We Keep Information About You/Your Child?

The Citadel routinely destroys records of all service users five years after they have left the service. We keep information for five years, because we find that service users often re-enter our services during this period of time. However, you have a right to request that we destroy these records at any point after you or your child have left the service. This excludes records relating to the safety and protection of children, which we are obliged to store indefinitely.

APPENDIX: Data Protection & Privacy Statement

The following statement is to be included on the Citadel's general consent form and all other forms which require the disclosure of personal details.

By signing below, you consent to you/your child's details being recorded by Citadel Youth Centre as per the Data Protection Act (1998) and General Data Protection Regulations (2018). Records are held confidentially, and will not be shared without your consent, unless required to protect a child or vulnerable adult at risk of harm. You have the right to request access to you/your child's records, to be provided within one month. The Citadel Youth Centre routinely destroys the records of service users five years after they have stopped receiving a service, except information relating to the protection of a child or vulnerable adult at risk of harm.

Signature

Date