

Privacy Statement for the People We Work With

WILD Young Parents Project are a data controller for the purposes of the General Data Protection Regulations (GDPR) law. This means that we have to decide how we hold and use personal information about you. We have to tell you the information contained in this privacy notice.

This notice applies to anyone WILD is currently working with, or anyone we have worked with in the past.

It is important that you read this notice so that you know how and why we are collecting and using your personal information. You may also need to read any other specific data protection notices that we give you, about specific occasions.

Data Protection Principles

We will comply with data protection law. These are the things that we must do, to follow the law:

- Your personal information must be used according to what the law allows us, in a way that is fair and so that anyone can see what we are doing with this data.
- Your information can only be collected for the reasons that we have told you about, and not for any other reason.
- The information we collect must only be for the reasons we say and only used in that way.
- Your information must be kept accurate and up to date.
- We can only keep your information as long as needed for the reasons we have told you about.
- We must keep your information securely.

This is the kind of information that we collect, process, hold and share

- Personal information (such as name, address, date of birth); (When you first start at WILD, we ask you to fill in a paper enrolment form. Once we have transferred the details into our electronic system, Lamplight, this form is destroyed.)
- Marital status and dependants;
- Next of kin and emergency contact information;
- Photographs or film of activities you take part in while at WILD.

We also collect, store and use the following “special categories” of more sensitive personal information: (“Special categories” are defined by the law that protects people when their information is gathered, and must be dealt with in a special way, to ensure that everyone is treated fairly.)

- Information about your race or ethnicity, religious beliefs, sexual orientation, and political opinions;
- Information about your health, or medical conditions;
- Information about criminal convictions and offences.

Why we collect and use this information

We will only use your personal information when the law allows us to. Usually, we will use your personal information in these ways:

- In order to be able to work with you in the way that we have agreed (for example to phone you, or email you);
- Where we need to, so we can comply with something that we have to do by law;
- Where it is necessary for our legitimate interests (or those of a third party – someone else) and your interests and fundamental rights do not override those interests; (this might be where someone is at risk of harm – you, or our member of staff, or someone else)
- Tell our trustees of anything that matters in the overall running of the charity, for example if we see more people from a certain ethnic group suddenly using our services;
- Make sure our IT network and information remain secure from things like computer hacking.
- To allow equal opportunities monitoring – using information about your race or national or ethnic origin, religious, philosophical, or moral beliefs, or your sexual life or sexual orientation, to better understand how to make everyone feel welcome at WILD.

We may also use your personal information in the following situations, which are likely to be rare:

- Where we need to protect your interests (or someone else's interests) (for example, calling for an ambulance in a medical emergency);
- Where it is needed in the public interest (for example, if someone is behaving in a way that could be dangerous to others).

Collecting this information

We have an enrolment process for the people we are working with. We usually collect personal information about you directly, but if you are already working with another agency, we can get the information from them.

We will collect additional personal information during the time you are working with WILD, when we need it.

Most of the information we ask you for is something that you must tell us – mandatory information. However, some of the information is voluntary, and you do not have to tell us. We will tell you which parts of the information we are asking for are mandatory, and which are voluntary.

If you do not provide personal information

If you do not provide certain information when requested, we may not be able to support you in the way that we agreed (such as providing a benefit). We may also be prevented from completing something we have to do by law, (such as making sure that you and other people are kept safe) or from fulfilling our public duty.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason. We can only use it for another reason if that is in line with the original purpose we collected your information. If we need to use your personal information for a different purpose, we will let you know, and explain what the law says about how we are going to use your information.

Please note that we may process your personal information without you knowing about it, or agreeing to it, if we are keeping within the rules above, and within the law.

Retention of your information – how long we can keep your information

We will only keep your personal information for as long as we need to, in order to do what we need to do with it. This includes any legal or financial matters, and any reports we have to write about the services we provide. You are allowed to ask for details of our retention

policy, and how we keep different pieces of your personal information. Please ask your WILD Worker to contact the office if you need this information, and they will get hold of it for you.

When we work out how long we need to store personal information, we think about what the information is, how sensitive it is, how risky it could be if the wrong person found out about it, and whether we need that information to carry out our work (or whether there is another way we can do it), and what the law says.

Sometimes we anonymise personal information. This means removing the details that link it to you, so we would know that we have people of a certain age, but not that one of them is you, for example. If we do this, we can keep using your information without telling you, as it is no longer connected to you. Once WILD is not supporting you anymore, we will hold, then destroy your personal information according to the data retention policy mentioned above. We will not destroy any information relating to safeguarding issues.

Who we share this information with

We regularly share this information with these organisations:

- Cornwall Council
For children or adults who are, or are expecting to be, parents, your data may be shared with Cornwall Council, so their Supporting Families Programme can work as it is supposed to. Your data will be collected so that the programme can:
 - Provide the best possible service to children, young people, and families by understanding their needs and providing the right support for them.
 - Effectively safeguard children, young people, and families.
 - Learn and develop what the Council does, to improve the support that they give.
- Lamplight (the provider of our online system which holds the data of all the people we work with);
- Microsoft 365;
- Clearbooks – Debbie Risborough – Accountant;
- CAF Bank Ltd and Royal Bank of Scotland.

Why we share information

We may share your personal information with other organisations where we must do so by law. This will be at times when this is necessary in order to support you, or where we have another legal reason why we must. This is called a legitimate interest.

WILD has solid processes in place to make sure that your personal data is kept safe, and confidential, and there are strict controls in place to limit the access to that data, and what

we can do with it. If any other organisation asks us for your data, we have a strict approval process that we go through, before we decide whether they can have that data. We look carefully at:

- Who is asking for the data;
- Why they are asking for the data;
- What the data is, and how sensitive it is; and
- How they plan to store and use the data.

Before we allow another organisation to have your data, they must agree to our strict terms and conditions that cover keeping the data confidential, and handling it safely, as well as security arrangements and their plans to retain and use the data.

Requesting access to your personal data

Under the GDPR (the regulations controlling personal data and access to it), you have the right to request access to the information that we hold relating to you. To make a request for your personal information, talk to your worker or contact our office.

You also have the right to:

- Object to processing of personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground (so if we are using data within the law, but you do not agree with something particular that we are doing with your data, you can ask us to stop);
- Prevent us using your data for the purpose of selling something to you (but we do not do this);
- Object to decisions being taken automatically as a result of a piece or pieces of your data, rather than a decision being made by a person;
- In certain circumstances, if we hold personal data that is wrong, or you want the data that we hold to be deleted, then you can ask to have it changed or removed, or that we limit who sees and uses it);
- Ask us to pass on your data to another organisation); and
- Claim compensation if we have used your data incorrectly, against the law, and that has harmed you).

If you have a concern about the way we are collecting or using your personal data, please talk to us about it first. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns>.

Data security

We have put in place systems to protect your information and keep it secure. You can ask for details of these systems.

Other organisations will only process your personal information if we ask them to, and how we ask them to, and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place security measures to prevent your personal information from being accidentally lost, used, or accessed in an unauthorised way, changed or shared with someone who should not have it. In addition, we limit access to your personal information to those who need to know. They will only process your personal information according to our instructions and they must keep it confidential. You can ask for details of how we handle your data from the HR/Office Manager.

We have a plan to deal with any suspected problems where personal data may have been handled wrongly; and will tell you and any applicable regulator of a suspected breach if we are legally required to do so.