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towards a brighter future

Privacy Notice for Children, Young People and Families using our Services

Version control

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Version	Section	Date	Amendments
1	Whole document	January 2021	BLS draft
1.1	Whole document	July 2021	Approved document
2	Whole Document	July 2022	BLS review
3	Whole Document	April 2023	Change of Data Protection Champion and Caldicott Guardian
4	Whole Document	September 2023	BLS Review
5	Whole Document	September 2024	BLS Review
6	Whole document	September 2025	BLS Review
7	Whole document	March 2026	Changed introduction to reflect broader delivery of Children & Young people Services
8	Whole document	September 2026	Annual review. Updated to improve clarity for children and young people. Updated Information Commission contact details

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Introduction

This notice explains how N-Compass uses and protects information about you when you use one of our services.

It is mainly for children and young people under 18. Some of our services also support young adults up to age 25, including some people with special educational needs and disabilities (SEND). This notice applies to them too.

We provide services such as young carers support, advocacy, counselling and volunteering. We respect your privacy and will look after your information carefully.

Who can I talk to about my information?

If you want to know what information we have about you, or you want to ask us a question, you can speak to your support worker or contact us. You can ask a parent, carer, advocate or another trusted adult to help you, but you may also be able to contact us yourself. We will listen to you and consider your age and how well you understand the request.

Our Data Protection Champion is Asher Ayres. You can contact Asher by:

> Email: asher.ayres@n-compass.org.uk
> Phone: 01772 280030
> Post: N-Compass, Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF

N-Compass is responsible for looking after and using your information when we provide services. In some services, we make decisions about how your information is used ourselves. In other services, we may be working on behalf of a local authority or another organisation that is responsible for deciding how your information is used. We will explain this to you when it applies.

We are registered with the Information Commission. Our registration number is Z1718763.

What is personal information?

Personal information is information that is about you and can identify you. It could include your name, address, telephone number, email address, photograph, voice recording or details about the support you receive.

Some information is more sensitive. This can include information about your health, disability, wellbeing, ethnicity, religion or beliefs. We only use sensitive information when we need it and when the law allows us to.

What information might we collect?

The information we collect depends on the service you use. We may collect:

- basic details, such as your name, address, date of birth and contact details;
- details of a parent, carer, next of kin or another person to contact in an emergency;
- the school, college, doctor or other services involved in supporting you;
- information about why you are using our service and the support we give you;
- notes about appointments, visits, meetings and conversations;
- information about your health, disability, treatment, care or support needs, when it is relevant;

- information from people who know and support you, such as relatives, carers, teachers, doctors, social workers or other professionals;
- photographs, video or CCTV images, when relevant;
- recordings of telephone calls you or someone supporting you makes to our recorded telephone lines, together with information about the call; and
- your views, wishes and feedback about the service.

We record calls to help us provide a good service, keep people safe, check the quality of our work and deal with concerns or complaints. Callers will be told that the call is being recorded.

We will not ask for or keep information that we do not need for the service we provide to you.

Where do we get your information from?

We may get information:

- directly from you, including when you speak to us, complete a form or use our service;
- from a parent, carer, advocate or another trusted adult;
- from a school, college, council, doctor, social worker, health professional or another organisation involved in supporting you;
- from referral forms, application forms, secure databases, post, email, text or telephone calls;
- from meetings, interviews, observations, photographs, video or CCTV; and
- from records created while we provide support to you.

We will explain what information we collect and why. Please tell us if your details change or if you think something we hold is wrong.

Why do we use your information?

We may use your information:

- to provide the service or support you receive from us;
- to understand what support you need and keep a record of the work we do with you;
- to keep you and other people safe;
- to check, improve and report on the quality of our services;
- to meet the requirements of councils, commissioners, regulators or funders;
- to respond to questions, concerns or complaints;
- to meet our legal and safeguarding responsibilities; and
- to give you advice, guidance and information that may help you.

We may sometimes use stories, photographs or other information to tell people about N-Compass and the difference our services make. We will not use information that identifies you without clearly explaining this to you first. Where consent is needed, we will ask you and, where appropriate, your parent, carer or another person who has responsibility for you. It is okay to say no, and you can change your mind later.

What is our legal reason for using your information?

The law says we must have a proper reason for using your information. The reason will depend on the service you receive. We may use your information because:

- we need it to provide and improve our services;
- we are carrying out work in the public interest, or providing a service on behalf of a council or another organisation that is responsible for that service;
- the law says we must use or share it;
- we need it to protect you or someone else in an emergency;
- we have a legitimate interest, which means there is a fair and reasonable reason connected with our work; or
- you have agreed to a particular use of your information, where consent is the right legal reason. If we ask for consent, you can change your mind.

We sometimes use more sensitive information, such as information about your health, disability, ethnicity, religion or wellbeing. We only use this when the law allows us to and when it is needed to support you, keep people safe, meet our responsibilities or deal with legal claims.

Will you keep everything I say private?

We will keep your information private and only share it with people who have a proper reason to know it. However, if we are worried that you or someone else may not be safe, we may need to tell another person who can help. This could include a safeguarding professional, social worker or the police.

We will usually explain what we are going to do and why, unless doing so could put you or somebody else at greater risk.

When might we share your information?

We may share information:

- with the council or organisation responsible for your service, where this is needed to provide, manage or report on the support you receive;
- with another professional or organisation involved in supporting you;
- when we believe you or someone else may be at risk of harm;
- when the law says we must share it, including with a court, regulator or the police;
- in an emergency to protect somebody's life; or
- with trusted organisations that help us run secure computer or telephone systems.

We will only share the information that is needed, and we will share it securely.

How do we keep your information safe?

We keep your information securely. It may be held on protected computer systems or in secure paper records. Trusted organisations may help us store or manage information, but they must follow our instructions and keep it safe.

We try to keep your information in the UK. If it needs to be sent to another country, we will make sure appropriate safeguards are in place to protect it.

Who can see my records?

Only people who have a proper reason are allowed to see your information. This may include:

- the workers and managers who support you;

- staff who check the quality and safety of our services;
- the council or organisation that asked us to provide your service, where there is a lawful reason;
- people who help us run secure computer or telephone systems; and
- safeguarding professionals, social workers, the police, courts or regulators when there is a lawful reason to share information.

People must only see the information they need for their work.

Only authorised members of staff can listen to recorded calls. Sometimes an authorised telephone system provider may need access to provide technical support.

How long do we keep your information?

We only keep your information for as long as we need it. The length of time may be different depending on the service you use and the rules we must follow. For example, counselling records may be kept for a different length of time from young carers or advocacy records.

Your support worker can explain what applies to your record. When we no longer need the information, we delete or destroy it safely.

What are my rights?

These rights belong to you. You can ask to use them yourself if you understand what you are asking. A parent, carer, advocate or another trusted adult can help you if you would like support.

You have rights over your personal information, although some rights only apply in certain situations. You can ask us to:

- explain how we use your information;
- show you the information we have about you;
- correct information that is wrong;
- delete information when the law allows us to;
- limit how we use your information;
- tell us if you disagree with how we are using your information and ask us to review it; or
- provide your information in a form that can be transferred, where this right applies.

Sometimes we may not be able to give you all the information you ask for. For example, information may also be about another person, or sharing it may cause serious harm. If a right does not apply, we will explain why.

To use one of your rights, speak to your support worker or contact our Data Protection Champion using the details near the start of this notice.

What if I am unhappy?

If you are worried or unhappy about how we have used your information, tell your support worker or contact our Data Protection Champion. You can ask a parent, carer, advocate or another trusted adult to help you. We will listen, look into your concern and explain what happens next.

You can also complain to the Information Commission. The Information Commission is the independent organisation that oversees data protection.

Information Commission
4th Floor, No. 3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Helpline: 0303 123 1113
Website: Contact us | ICO
Make a complaint: Make a complaint | ICO

Changes to this notice

We may update this notice if our services, the law or the way we use information changes. We will explain any important changes in a way that is suitable for the children and young people affected. The latest version of our privacy notice will also be available on the N-Compass website.

Last reviewed September 2026