



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

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Introduction

We are an experienced team providing counselling services to Children and Young People aged 5-18 (up to 25 for SEN) in Lancashire through our Emotional Health & Wellbeing Service.

We respect your privacy and are committed to protecting your personal information. This privacy notice will tell you how we look after your personal information and about your privacy rights and protection in law.

Our contact details

If you want to know more about the personal information we have of yours, or if you want to ask us a question then please get in touch. If you are under 13 your parent or carer would need to do this. If you are 13 years old or over then you can contact our data protection champion, Asher Ayres. They can be contacted by writing to our address below, or by emailing asher.ayres@n-compass.org.uk or by phoning 01772 280030.

Our address is Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF.

We are registered with the Information Commissioner's Office (who make sure that all organisations keep and use your information safely). Our registration number is Z1718763.

We take our duty to protect your personal information safe and private very seriously.

Personal data – what's that and why do we ask for it?

What we mean is any information that you can be identified from. At its simplest this could be just your name and address; or it could include your telephone number, email address, a picture or recording of you. As we might be supporting you, there are things our counsellors would need to know to help them do that. This could be quite sensitive and personal information about what has happened and how you are doing.

We record basic information about who you are, where you live, which service you are using, why you are using our service and about the work that we are doing with you. If it is relevant to the service we are providing we may also keep records on your health condition. We will not ask for or keep any personal information that is not relevant to the service we will provide you with and will always let you know what information we collect.

We keep records to record how we have worked with you, and they help us decide how best we can help you, as well as assessing how successful we have been in helping you.

The personal data we might ask you for, or collect from others is:

- Basic personal details about you such as name, address, date of birth, next of kin, email (if you have one), phone number, what school / college you go to and what doctors you visit,
- Contacts we have had with you, such as appointments or visits,
- Notes and reports about your health, treatment, and care,
- Relevant information from people who care for you and know you well such as health professionals, relatives and carers.

We use your personal data for the following purposes and only for these purposes:

- i. To enable us to provide you with a quality service.

- ii. To ensure that our service is evaluated and improved and meets standards required by our many commissioning authorities.
- iii. Promotion of our Charity and its various services.
- iv. To meet any statutory legal regulations that we are legally obliged to carry out for individuals who fall within the project.
- v. To disseminate advice, guidance and information which could be of benefit to you.

Where do we get your personal information from?

We collect your personal information in the following ways:

When you give it to us directly

Examples of how you may give us your information might include:

- referring to our services,
- telling us your story,
- communicating with us.

When someone else gives it to us

We might collect personal information about you from the following places:

- online forms / databases – our own or from other organisations,
- referral and application forms – from you or from other organisations,
- post, email, text and telephone – from you or from other organisations,
- photographs, video and observation - including CCTV,
- records of meetings and interviews – with you, other people or other organisations,
- verbally – from you, other organisations and other individuals, for example your Teacher, Doctor or Social care worker.

The organisations that we get personal information from might be in the public or private sector. For example, they might have already provided a service to you and are providing referral or reference information to us.

If you are getting support then your counsellor will sit down with you and explain all of this and check that you agree that you know what your rights are, and that you understand what we do with your personal information – it is yours after all.

Everyone here is trained in safeguarding which means that we know how to keep you safe and that includes how we keep your information safe.

It is essential that your details are accurate and up to date. Always check that your personal details are correct when you visit us and please inform us of any changes as soon as possible.

What is the legal basis for us to collect and use your personal data?

We use your personal information to help us to provide a good counselling service to you. We will always ask you first if it's okay to email or post something to you, and it's okay to say if you don't want anything sent to you.

Legally we must have a good reason to collect and use your personal information. This is usually:

- i. For our **Legitimate interests** as a provider of counselling services to children and young people.
- ii. If we have a **Legal obligation** to comply with the law, for example our legal and statutory obligations as a charity, trust, and company.
- iii. If it is in your or another person's **Vital interests**, for example if we have to protect somebody's life.
- iv. If you **Consent** and say it is okay for us to have and use your information for specific purposes.
- v. **Public task**: when we have to perform a task in the public interest for example during the Covid virus pandemic.

When do we share your personal data with anyone else?

- When we share information with another agency as part of the contract for the service. We will tell you whenever this applies;
- When we are providing your counselling and care on behalf of another organisation we will have to update them on what we are doing, again we will explain to you what this means when necessary;
- When we believe you are at risk or where someone else may be at risk, for example child protection, safeguarding;
- When we are required to by law, for example, with regulatory bodies, or organisations that make sure the law is being followed, or when we are legally required to share the information, for example following a court order;
- Where it is needed to protect the vital interests of a person, e.g. in a medical emergency.

How do we store your personal data (including how long we keep it and how we safely dispose of it)?

Our counselling service keeps all your personal information on a very secure electronic computer system and server which is run by a trusted business partner who also have to treat your personal information within the law.

We only keep your personal information for as long as we need to and then we delete or dispose of it securely.

Who can see my records?

The only people who are allowed to see your data are the ones who need to see it because they work directly with you to support you, this includes:

- some Counsellors and managers who work at the service,
- some officials might request to look at your record and check that we are doing the work we have said we are doing with you and to ensure we are keeping accurate records about you. This could include Local Council or Commissioners we are working with, but only if there is a legitimate reason for them to see your details.

What are your legal rights?

Under data protection law, you have legal rights. You, and if you are under 13 years old, your parents or guardians, have the right to:

- i. Ask how we use your personal information.
- ii. Ask to see what personal information we have about you. However sometimes we receive information about you from someone (for example a Doctor) that is written in confidence. When this happens, we must obtain the agreement of the person providing the information before sharing it with you. On very rare occasions we might withhold some of the information because it could seriously harm you to see it. If we provide references to other people about you these might also be withheld from you.
- iii. Ask us to update any information about you e.g., address or phone number or anything you think is wrong.
- iv. Ask us to delete your personal information, though there are times when we are not able to do this in relation to a specific contract or where there are potential safeguarding issues.
- v. Ask us to only use your personal information in certain ways.
- vi. Tell us you don't want your personal information to be processed. You can tell us to stop at any time.
- vii. Ask us to transfer your personal information to another organisation.

If you want to use any of these rights or ask any questions about your rights you can discuss this with your counsellor or contact Asher Ayres our Data Protection Champion at n-compass, Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF, or by emailing asher.ayres@n-compass.org.uk or by phoning on 01772 280030.

You also have the right to complain to the Information Commissioner if you are not happy with any aspect of how we have used your personal data.

We would, however, like the chance to deal with your concerns before you contact the ICO, so please contact our Data Protection Champion to begin with. (Details of our Data Protection Champion can be found above).

The contact details for the Information Commissioner are:

Information Commissioner's Office
Wycliffe House
Water Lane,
Wilmslow SK9 5AF

Website: ico.org.uk

Helpline number: 0303 123 1113

Last reviewed September 2025