



Privacy Notice

This is to tell you how TYKES will comply with the new laws about data Protection (called the General Data Protection Regulation or GDPR). GDPR requires that we give you this notice

This privacy policy tells you what information we may collect about you, how we may use it and how we keep it secure.

TYKES is the “data controller” for the personal information you give us. This means we are responsible for what happens to it, where it goes, and who sees it. This applies to any activity involving use of your personal data for example, collecting, storing, sharing, and destroying.

Personal data means any information about a person that can be used to identify the person

GDPR states that the personal information we hold about you must be:

- 1 Used lawful, fairly, and in a transparent way
- 2 Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- 3 Relevant to the purposes we have told you about and limited only to those purposes
- 4 Accurate and kept up to date
- 5 Kept only as long as necessary for the purposes we have told you about.
- 6 Kept securely

Protecting your personal information is our responsibility and we are committed to protecting your privacy and will only use the information that we collect about you **lawfully on the basis of legitimate interest of carrying out TYKES services**, and in connection with the Data Protection Act (1998), the General Data Protection Regulations, TYKES Data Protection and Confidentiality Policy, and TYKES Child Protection Policies.

Why we collect and use this information

We will only obtain and use information about you that we specifically need to provide our services to you:

- To be able to contact you to offer support services, and in case of emergency
- To understand your young carer needs
- To find out what services can best provide help to you/your family
- To provide support services to you
- To assess the quality of our services
- To learn how effective our services are in meeting young carer needs and improving lives
- To meet with the legal requirements to keep children and young people safe from harm

How we collect, process and store your information to keep it safe

We will collect information about you using our referral and client record forms. Some information may be collected by third parties including family members and friends, school staff, health professionals, social work or other health and social agencies such as Women’s Aid and Crocus to make a referral to us with your permission. Other information we will collect directly from you.

We hold your information in

- Files which are kept in locked cabinets. The keys to the cabinets are kept in locked storage and only available to authorised members of staff
- Computer files which are kept on the hard drive of password protected computers. Our computers are protected by data protection software which is regularly updated and we do not use “cloud” storage
- We will only hold computer file records for up to 6 months after you leave the Project and these will then be deleted. We will hold a hard copy file of your information for 6 years after you have left and this will be retained in a secure archive with restricted access. After 6 years we will destroy your hard copy file and retain only your name and TYKES reference number in archives EXCEPT if your file contains any safeguarding records in which case we are required to hold these for 25 years.
- We will destroy information, including information that is inaccurate, irrelevant or out of date, using secure and confidential processes of disposal.



Information we may hold about you / your family

We will only process information about you/your family that is accurate, relevant and up to date. The information we will process may include:

- Personal information (such as name, date of birth and address)
- Information such your gender, ethnicity, disability, religion
- Contact information such as phone numbers and email addresses
- Information about medical conditions and medication
- Records of our contact with you and information discussed
- Assessment of your needs
- Information shared with us by other organisations such as schools, health, and social work, e.g. Child Plan Information, referral form information
- Details regarding any child protection concerns

Who we may share this information with

We may have to share your information with other agencies such as NHS, schools or social work to meet statutory requirements of the Children (Scotland) Act 1995, the Protection of Children (Scotland) Act 2003 and the Protection of Vulnerable Groups (Scotland) Act 2007. We will only share information in accordance with TYKES Data Protection and Confidentiality policy and Child Protection Policy. Information may be shared using the phone, post or internet. Information will be made anonymous or use coded references where possible, and secure methods of transfer will be used such as secure internet servers and tracked post services.

Rights of access, correction, erasure and restriction

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with TYKES

Under certain circumstances, by law you have the right to:

Request access to your personal information so that you can check we are lawfully processing it

Request correction of the personal data we hold about you so that you can have any incomplete or inaccurate or inaccurate information corrected

Request erasure of your personal data. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it, or where you have exercised your right to object to processing

Object to processing of your personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.

Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

Request the transfer of your personal information to another organisation.

We reserve the right to update this privacy notice at any time, and will provide you with a new privacy notice when we make any substantial updates.

If you have any queries or concerns about how we use your personal information, or questions about any of the information in this privacy notice, please contact the TYKES Office Manager.

You have the right to make a complaint to the Information Commissioner's Office (ICO) if you feel we are not processing your information lawfully