

YOUR RIGHTS UNDER THE GDPR

You have rights with regards to your personal information.

1. **You** can contact us to find out what personal information we hold about you.
2. **You** can ask us to correct any of your personal information that we hold if it is incorrect or incomplete.
3. **You** can ask us to remove your personal information from our records. We may not always be able to do that. If not, we will explain why.
4. **You** can object to how we are using your information or ask us to restrict its use.
5. **You** can ask to have your personal information transferred to another organisation.
6. **You** can complain if you're not happy...

TO US (SV2)

Data Protection Officer
SV2, 85 Mill Lane, Codnor, Derbyshire DE5 9QG

Tel. 01773 746 115
Email. help@sv2.org.uk
sv2.org.uk

TO THE ICO

The Information Commissioner's Office (ICO) which is the data privacy authority in the UK.

Tel. 0303 123 1113
Email. casework@ico.org.uk
ico.org.uk



CLIENT PRIVACY NOTICE

For Young People

General Data Protection
Regulation (GDPR)

TALK TO US

Tel. 01773 746 115
Email. help@sv2.org.uk
sv2.org.uk

Charity Number: 1077863

01773 746 115
sv2.org.uk

YOUR PRIVACY

This notice sets out how we use and protect any personal information that you give us when you use our services and sets out your legal data protection rights.

SV2 offers confidential services, which means we keep what we know about you private and protected.

This notice explains how we look after your information and what we do with it. In this notice we're talking about any information about you from which you can be identified such as your name or address or telephone number. It does not include data where your identity has been removed. This is anonymous data.

PERSONAL INFORMATION WE MIGHT NEED

- Your name
- Your contact details such as email address, phone number, street address
- Your gender, ethnicity, sexual orientation, disability, any language difficulties
- Details about your history or an event related to you accessing our services
- Information from your health worker or social worker or school

WHY WE NEED THIS INFORMATION

We need this information so we can better understand your need and to be able to provide you with a better service.

HOW LONG WE KEEP THIS INFORMATION

We will keep this information for no longer than seven years after the last time we see you. We do generally have to keep your information as part of our contract to provide support to you.

SHARING YOUR INFORMATION

We will only share your information with others if you agree. BUT there are two exceptions to this:

- If we decide that there is a need to safeguard you or others
- or if we are required to by a court of law

CONTROLLING YOUR PERSONAL INFORMATION

You can ask us not to keep your data or ask us not to use it in some way. If you ask us we will consider your request and let you know if we are able to do this.

We definitely don't sell or give your information to third parties unless you say we can or unless the law requires us to do so.

If you would like to talk to us about your personal information

Call 01773 746 115
or email
help@sv2.org.uk