

Privacy Policy Young Carers Development Trust (YCDT)

Introduction

YCDT is committed to protecting your privacy and security and ensuring you remain informed and in control of your information.

This policy explains when we use your personal information: how we use it, keep it secure and in what circumstances we may share it with other organisations.

About us

YCDT (Charity Number: **1150197**) is an independent charity providing information, advice and support services to young carers.

Our registered office is Woodlands, Lower Bristol Road, Bath, BA2 9ES.

Keeping you in control

We want to ensure you remain in control of your personal information. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request);
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- the right to have inaccurate data rectified;
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically on the basis of your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please write to our Data Protection Lead, YCDT, Woodlands, Lower Bristol Road, Bath BA2 9ES or email info@ycdt.org.uk

When do we collect information about you?

We collect information about you when you join YCDT or when you are referred to us by another organisation.

What information do we collect about you?

The personal information we collect may include your name, address, age, contact details, educational expectation and details of your caring role.

For monitoring purposes, we will ask you for your religious beliefs and ethnic background. This information will only be held with your explicit consent. It will not restrict your access to a service if you choose not to provide this detail.

If you provide information about another person (the person you care for or an emergency contact) we will need to confirm that they are aware of this. We will ask you for their contact details so that we can write to them and inform them of the information we hold and their rights under data protection law.

If you volunteer with us, are a Trustee or Development Manager (DM) then we will collect extra information about you (for example: references, criminal records check, professional certificates, details of emergency contacts, medical conditions). This information will be retained for legal reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes.

If you are a donor, we will collect financial information (direct debit / standing order details), and whether your donations are gift-aided.

We may collect information from social media where you have given us permission to do so, or if you post on one of our social media pages.

How will we use the information about you?

We collect information about you and your caring role, in order to:

- carry out our obligations arising from any agreement entered into by you and us, for the provision of information, advice and support to you in relation to your education;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested;
- inform our future service development to ensure that these are fully accessible.

We occasionally carry out analysis of data we hold about carers, donors, DM's Trustees and volunteers, to better understand the value of our work and identify patterns and trends. This helps inform how we work and make YCDT a stronger and more effective organisation and provide better services.

How long will we hold your information?

We will hold your personal information on our systems for as long as you are registered for our services.

We may aggregate and anonymise personal data so that it can no longer be linked to any particular person. This information can be used for a variety of purposes, such as reporting to funders and identifying trends to help inform our actions and improve our services.

How do we store your information?

YCDT's operations are based in the UK and we store our data within the European Union. Some organisations which provide services to us may transfer personal data outside of the EEA, but we'll only allow them to do if your data is adequately protected.

For example, some of our systems use Microsoft products. As a US company, it may be that using their products result in personal data being transferred to or accessible from the US. However, we will allow this as we are certain personal data will still be adequately protected (as Microsoft is certified under the USA's Privacy Shield scheme).

If you use our services while you are outside the EU, your information may not be governed by legislation to the same standard and we are not able to guarantee the security of your information.

How do we protect your information?

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means).

Our employees, trustees, DMs and volunteers receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

Security

All electronic forms that request data will use the Secure Sockets Layer (SSL) protocol to encrypt the data between your browser and our servers.

Of course, we cannot guarantee the security of your home computer or the internet, and any online communications (e.g. information provided by email or our website) are at the user's own risk.

When will we share information about you?

We will never sell your personal data, and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed.

If you request that we refer you to a third party organisation we will only undertake this with your permission.

We may share personal data with subcontractors or suppliers who provide us with services. However, these activities will be carried out under a contract which imposes strict requirements on our supplier to keep your information confidential and secure.

Occasionally, where we partner with other organisations, we may also share information with them (for example, if you register to attend an event being jointly organised by us and another charity). We'll only share information when necessary and we'll make sure to notify you first.

Disclosure

YCDT has a legal duty to disclose some information including:

- Safeguarding concerns will be reported to Children's Services / Adult Social Care.
- Drug trafficking, money laundering, acts of terrorism or treason will be disclosed to the police.
- In addition, colleagues believing an illegal act has taken place will be reported to the appropriate authorities.

Marketing

YCDT does not undertake unsolicited marketing and will not sell, rent or otherwise share your information to third parties for marketing purposes.

Fundraising

As a charity, we rely on donations and support from others to continue our work. From time to time, we will contact carers, volunteers, members and supporters with fundraising material and communications. This might be about an appeal or to suggest ways you can raise funds (e.g. a sponsored event or activity). As with other marketing communications, we will only contact you specifically about fundraising if you've 'opted in' to receiving marketing from us (and you can, of course, unsubscribe at any time).

If you decide to donate to us, then we will keep records of when and how much you give to a particular cause.

Profiling

YCDT does not analyse your personal information for profiling purposes.

Young carers

Information for parents

Parental permission: If your child is under 18 then we'll need permission from you as their parent or guardian for them.

We take great care to protect and respect the rights of individuals in relation to their personal data, especially in the case of children. If your child is under 18, we'll only use his or her personal data with your consent.

If a child turns 18 and wishes to continue access our services as an adult, some of the personal data we hold about that individual will be carried over to their adult record.

Website

Cookies

Our website uses local storage (such as cookies) to provide you with the best possible experience and to allow you to make use of certain functionality

For further information visit www.aboutcookies.org or www.allaboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as expected.

Links to other sites

Our website may contain hyperlinks to other websites. We are not responsible for the content or functionality of any of those external websites (but please let us know if a link is not working by using the 'Contact us' link at the top of the page).

If an external website requests personal information from you (e.g. in connection with an order for goods or services), the information you provide will not be covered by our Privacy Policy. We suggest you read the privacy policy of any website before providing any personal information.

When purchasing goods or services from any of the businesses that our site links to, you will be entering into a contract with them (agreeing to their terms and conditions) and not with YCDT.

Questions?

Any questions you have in relation to this policy or how we use your personal data should be sent to info@ycdt.org.uk or addressed to The Data Protection Lead, YCDT, Woodlands, Lower Bristol Road, Bath, BA2 9ES.

We will never sell your personal data, and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed.

Complaints

You can complain to the YCDT directly by using the details set out above. If you wish to make a complaint (including a complaint about fundraising activity) which does not directly relate to your data protection and privacy rights, you can do so in accordance with our charity's [Complaints Policy](#).

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk

Changes to this Privacy Policy

We'll amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be posted on our website.