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## Privacy Notice

### What is GDPR?

GDPR stands for General Data Protection Regulation. It is similar to the Data Protection Act. All organisations have a legal responsibility to have policies and procedures in place to protect your rights.

### Information in other languages:

If you require this information in a different language please let us know.

### Who are we?

Yes (Youth Education Service) is a registered Charity and is registered with the Charity Commission. Our Charity Number is 289848. We are also registered company and our company number is 01822087.

Our address is 3 Hide Market, West Street, Bristol, BS2 0BH

Our Designated Appointed Person is the Director who can be contacted at:

3 Hide Market, West Street, Bristol, BS2 0BH  
0117 9739744

[Fran@youtheducationsservice.org.uk](mailto:Fran@youtheducationsservice.org.uk)

We are registered with the Information Commissioners Office and our registration number (Z1437479)

### What personal information do we collect?

Name  
Date of birth / age  
Home address  
Email – personal  
Telephone numbers  
Next of kin or other emergency contact  
IP address  
Care or care leaver status  
Country of origin and immigration status  
Language(s) you use  
Education, employment and training / qualification records  
Exams information  
Personal strengths, aspirations and hobbies / interests  
Risk and safeguarding information  
Social media accounts  
History of what you have consented to us processing (where applicable)

### Why do we store your personal information?

The lawful basis for collecting and processing your personal data, will fall under one or more of the following categories (of Article 6 of the GDPR):

**Consent:** when you have given us consent  
**Contract:** when we have a contract with you or might do in the future  
**Legal obligation:** when we have to comply with the law  
**Vital interests:** when we have to protect somebody's life  
**Public task:** when we have to perform a task in the public interest  
**Legitimate interests:** when it is for our legitimate business interests.

Due to the services, we offer we sometimes need to collect and process sensitive personal data which falls under 'special category data'.

### **Special category data that we collect:**

Childrens data  
Health and medical information, including any access, support, allergy and dietary needs  
Photo ID  
Videos, photographs and sound recording

### **Why we collect and process your special category personal information**

Special category data may fall under one or more of these categories (as listed under Article 9 of the GDPR):

**Consent:** when you have given us consent  
**Employment:** when we need it to meet our responsibilities in relation to employment, social security and social protection law – or we both need it to exercise our rights in employment  
**Vital interests:** when we have to protect somebody's life  
**Legitimate activities:** when it is for our legitimate business activity - as long as it is not disclosed to anyone else without your consent  
**Published by data subject:** when it relates to information you have already made public  
**Legal obligation:** when we need it for legal claims or court action  
**Substantial public interest:** when there is a substantial public interest, but this will only be proportionate and we will safeguard your rights and the interests  
**Health care:** when it is for preventative or occupational medicine, the assessment of the working capacity of an employee, medical diagnosis, the provision of health or social care or treatment  
**Public health:** when it is in the public interest in the area of public health  
**Archiving:** when it is needed for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.

### **How do we collect your personal information?**

You give us your information directly, for example you apply to join our service or you communicate with us verbally, via email or text.

Someone else might give is to us, for example a referrer, either verbally, via email or through a referral form)

### **Your rights:**

- At Yes we will support you to exercise your rights in relation to your data and your rights will be different depending on the reason we hold your data.
- If you would like to exercise your rights please contact us at [information@youtheducationsservice.org.uk](mailto:information@youtheducationsservice.org.uk) and request a subject access request form.
- We may need you to confirm your identity before we can look into your request
- We will aim to complete your request within 28 days but if we think we have a valid reason this might be delayed by up to 2 additional months.

- If you are not happy with how we respond to your request we will give you information about how you can lodge a complaint about our decision.
- Your right to be informed about the data we hold about you is contained in this privacy notice.
- You have a right to access the personal information we hold about you
- You have a right to request that we correct any information about you that that is incomplete or inaccurate.
- You have a right to ask us to erase your personal information (In some circumstances we may not be able to erase all of your personal data but this will depend on the lawful basis on which we hold it).
- You have a right to ask us to restrict data processing (For example if you think we are holding information unlawfully about you)
- The right to object to us processing your data (If you object to us processing your data and we do not have grounds to refuse it we will stop processing your data)
- You have a right to obtain and re-use your personal information (data-portability). You can ask us to send you the information we hold about you so you can re-use it. (We would remove information about other people that you do not have the right to see).

### Sharing or disclosing your personal information

We do not share or disclose your personal information to anyone else without your consent other than for the reasons contained in this privacy notice or:

- Where we have a legal responsibility
- To prevent harm or criminal activity
- If we have a contractual relationship with you

We will never sell your personal information or buy your personal information from any purpose.

### Third Party Processors

Yes uses other companies to process your personal information. All processors acting on our behalf process your data in accordance with instructions from us and all third-party processors have a contract with us and are expected to comply with this privacy notice and with all data protection laws and the General Data Protection Regulation.

Here is a list of the third-party processors we use and the information they process on our behalf:

Processor- Organisation name	Reason we use the company	What information we give them
Dizons (Charity Log)	Client record system	Learner personal data
Markel	Insurance company	Personal data related to insurance claims
Lloyds Bank	Banking	Individual payee details Business payment information
Intuit (Quickbooks)	Managing Yes' finances	Payroll information, including personal data
Citrus HR	Employee information	Employees personal information
Canon	Printing	Financial information
BKSB	To help us understand your English and Maths level	Learner name

Twinkl	Teaching resources	Staff personal details
National Numeracy Challenge	To help us understand your maths level	Learner name and email address
TES training	Staff training	Staff personal details
City and Guilds	Exam processing	Learner personal data
Third Sector Systems	Management of YES IT hardware and Microsoft account.	Staff personal details
BAND Ltd	Disclosure and Barring service (DBS) check provider for safeguarding purposes.	Staff, trustee or volunteer personal information.

### Safeguarding measures:

We take your right to privacy seriously and we take a range of measures to protect and secure your personal information.

The measures we have in place include:

- Website security
- Firewalls
- Anti-virus / anti-malware software
- Encryption of computers and portable electronic devices – which are also password protected
- Encrypted emails
- Restricted access to records and systems
- Policies and procedures that staff must follow - including data breach procedures
- Lockable offices and filing cabinets in all of our offices
- Regular monitoring of processes to test security

We will notify you at the earliest opportunity if we have a data breach and we think your personal data is at risk. Depending on the severity of the breach we may also tell the Information Commissioners Office.

### What happens if you don't provide your data to us?

In some situations, we have a legal or contractual obligation to collect and provide your personal information to others, especially if we have to by law. Where this is the case, we will tell you which categories or types of data are required and which are not.

You are not obliged to provide your personal information to us. However, as most of the information we collect is required for us to provide you with our services or employment - and to meet our obligations and our legitimate business interests - we will not be able to offer some our services if you do not provide certain personal information

### Legitimate interests

We process some of your data under the 'legitimate interests' legal basis.

### Retention Periods

Yes only retains your personal information for as long as necessary and we have a data retention policy in place which states how long we keep data we receive.

## Consent

In some situations, we will need your consent before we process your information, including any 'special category' information we collect and when we want to share your information with other services or people.

We will give you the information in way that you can understand and will ask you to 'opt in' to allow us to process your information.

You have the right to refuse to give us consent.

We will separate out the categories of information we process so you can opt in to whichever categories you chose.

You can modify or withdraw your consent at any time. If you choose to do this please email [information@youtheducationservice.org.uk](mailto:information@youtheducationservice.org.uk) and mark the email for the attention of the data controller.

## Service user consent

We will ask all learners to give us consent to process their data and will ask for a form to be read and signed to confirm their consent (Including 'special category' information). Staff can help you with this.

## Children

For adults and any child over the age of 13 we will seek consent from the individual to process their data. For children under 13 we will seek permission from the person with parental responsibility.

## Changes to this privacy notice

We will keep this privacy notice under regular review and will let you know if we make any significant changes to it.

## Making a complaint

If you are not happy with the way we have processed your data or you are unsatisfied with the way we have handled your information you have the right to make a complaint.

You can make a complaint to Yes directly:

- Yes, 3 Hide Market, West Street, Bristol BS2 0BH
- 0117 973 9744
- [Information@youtheducationservice.org.uk](mailto:Information@youtheducationservice.org.uk)

You can complain to the Information Commissioners Office:

Information Commissioner's Office

- Telephone: 0303 123 1113
- Website (report a concern page) <https://ico.org.uk/concerns/>
- Live chat (9am – 5pm, Mon – Fri) <https://ico.org.uk/global/contact-us/live-chat>

