



# Information & Confidentiality

Why youth support services keeps information about you

# Information About You

Your youth support agencies, including Connexions, need to keep some information about you so that we can give you the kind of service that you want.

Why Do We Keep Your Information?

- To keep in contact with you
- To make sure you know about our services
- To make sure you get the help, advice and support that meets your needs.

We keep your information on a secure computerised database. Information which can identify you as an individual will only be held for as long as it is needed to offer you support.



# The information we keep

## Basic Personal Information

We keep the following basic details about you:

- First name(s) and surname
- Date of birth
- Address including postcode
- Telephone number – at home and mobile
- Your email address (if you have one)
- Education/employment/training status
- Your use of some youth activities programmes.

We keep this information to help us to identify what you need and to keep in touch with you.

This information may be shared with other agencies which support local children and young people. If we are going to work on your behalf with any other agencies that you use or could benefit from, we may immediately share your name, address and date of birth with them. This is to ensure that we are both talking about the same person. No other information will be shared unless we have your permission (or if you are under 12 – your parent's or carer's permission). All information is stored and shared securely.

# Additional Personal Information

We may record other information which you have shared with your Personal Adviser (PA) or youth support worker, so that we can provide the support you need. Information may include:

- A record of assessments
- Action or development plans.

Sometimes we may need to share information with other organisations to help you to move to your next stage of education - we will get your permission before we do so. If you do not give us permission we will not pass your information on.

## This is how we will look after your information:

- Ensure you know why we need it
- Protect it and make sure nobody has access to it who shouldn't have
- Inform you of your choice about giving us information
- Let you know if we need to share it with other organisations to ensure you get the service you need
- Make sure we don't keep it longer than necessary.



We respect the confidentiality of your information. However, sometimes there may be legal requirements for us to pass on information without your permission, for example:

- Where child protection issues are involved
- Where there is a significant threat to your life or to someone else
- Where you need urgent medical treatment
- Where potential or actual serious criminal offences are involved.

We will do our best to tell you if we have to pass on information in these circumstances.

All youth support services are committed to handling information about young people as required by the Data Protection Act 1998.



# Your Rights

You have the right to see the information we keep about you. You can:

- Request to see a paper copy of your record – your worker will arrange for this to be sent to you within 40 days
- Ask for your record to be changed if it is incorrect.

Sometimes, we ask young people to be involved in surveys or research to help us to develop the service. Let your youth support worker or PA know whether you want to take part in these kinds of surveys in the future.

If you want any of this leaflet explained to you, ask your Personal Adviser or youth support worker, at your nearest Connexions centre or youth club.

This information is available in alternative formats, please call 020 7938 8080.

If you have any comments on this publication, email: [info@centrallondonconnexions.org.uk](mailto:info@centrallondonconnexions.org.uk).

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