

What we do with your information...

The information we collect about you and how we process it is governed by the GDPR Legislation 2018. This means that we can only keep records that are relevant to our work with you and where we collect any detailed information we will have received your explicit consent. Our records are accurate, up to date, and kept for a limited amount of time securely online.

**The Youth Commission Data Protection Officer:
Charlie Cox – Charlie.Cox@youthcommission.gg**

If you have any questions, please ask any member of Youth Commission staff

For more information, speak to your Youth Commission worker

What do we record?

We record information about who you are, where you live, why you are using a The Youth Commission service and about the work that we are doing with you. We do this with you so you will know what we are collecting and why. If we are providing 1-1 support we collect more sensitive information to enable us to provide more a more specialist service (this is called Special Category Data), if this is the case and you are over the age of 13 you will have discussed it in more detail with your worker and given your explicit consent. If you are under the age of 13 your parents / carers will have given consent on your behalf.

Why do we need to keep files?

We keep records to help us decide how best we can help you, to record how we have worked with you and to assess how successful we have been in helping you.

Who can see my record?

The Youth Commission staff can see your record.

Sharing information

We will seek permission from you before sharing your record with other services that work with you. We will always respect your wishes if you do not consent to us sharing information except where we believe you are at risk, where someone else may be at risk or if we are legally required to share the information, for example following a court order.

How do I go about seeing my information?

You are able to see your records and receive copies at any time by applying to the Youth Commission Service Manager. This will usually happen quickly and must take place within one month of you asking.

Can any part of the file be withheld from me?

Sometimes the service receives information from someone (e.g. a Doctor) that is written in confidence. When this happens, we have to obtain the agreement of the person providing the information before sharing it with you. On very rare occasions we might withhold some of the information because it could seriously harm you to see it. References to other people might also be withheld.

What happens to files when work comes to an end?

The file will be closed and kept by The Youth Commission for a minimum of eight years. It may be kept longer if policy or law requires this but will be kept for no longer than necessary.

What can I do if I am not satisfied with the process, or with what is in my file?

You have the right to "be forgotten" by the service at any time, all you need to do is withdraw your consent and your file will be deleted.

If you do not see your file within one month of asking to do so or have any other complaints about the contents of your file, please speak to your worker about how to make a complaint.