

## Can I see my personal information or have it erased?

You have a right to a free copy of the personal information we hold about you. If you would like to have a copy, please write to:

CCIS Manager  
Buckinghamshire County Council  
4th Floor County Hall  
Walton Street  
Aylesbury  
HP20 1UA

Please include your full name, address, date of birth, telephone number and the last school you attended. We will send your personal information to you within one month and you are entitled to have any errors corrected.

You can ask for your personal information to be erased before we would normally delete it, but this may not be possible. For instance we may be required to keep certain information by law, or we may believe it is in your best interests for us to keep a record of the help or treatment we have given you.

## If you need to know more

You can ask your youth worker or adviser or phone the Information Commissioner on 0303 123 1113 or visit [www.ico.gov.uk](http://www.ico.gov.uk).

## How to contact our services

### The Youth Service

Call 01296 382583 or visit [www.youthspacebucks.org.uk](http://www.youthspacebucks.org.uk)

### Adviza

Call 0118 402 7050 or visit <https://www.adviza.org.uk>

April 2019

# Buckinghamshire County Council: Youth Support Services

## Data Protection and You

### About this leaflet

Buckinghamshire County Council's services for young people are delivered by our **Youth Service** and **Adviza**. In order to deliver these 'Youth Support Services' we need to collect and use some of your personal information. This leaflet explains why and how we do this.

### What is Data Protection?

The Data Protection Act 2018 & General Data Protection Regulation says that we must protect your personal information by:

- keeping it safe and,
- not letting it be seen or used outside of our 'Youth Support Services' and key Buckinghamshire County Council staff without your agreement.



## Services for young people

There are two reasons why we collect and use your personal information:

- The law says we must collect information about young people's participation in education, employment and training and report this to the Government. This is written in the Education Act 1996 and the Learning & Skills Act 2008. So we may contact you to find out your current activity if you live or are in learning in Buckinghamshire.
- In addition, we may offer you impartial and confidential services and you can choose whether or not to have this help. If you choose to have a service, you will be asked to consent to this by completing a 'Data Protection and Me' form.

## What personal information is held about me?

We hold the following types of information:

- Name, date of birth and contact details
- Gender, ethnic origin and any special or other needs
- Career preferences, your experience and qualifications
- Contact we have had with you or work we do for you

We may get your basic details from your school or college, or from the person or organisation who referred you to us. Most other personal information is recorded from conversations you have with your youth worker or adviser.

## How is my personal information kept?

Most personal information is held on a secure computer database owned by Buckinghamshire County Council. Some information may also be held securely on a paper file.

## Who can see my personal information?

It can only be seen by our 'Youth Support Services' and key Buckinghamshire County Council staff, all of whom have signed a confidentiality agreement.

If you and your youth worker or adviser feel that it would help if some of your personal information were shared outside of our 'Youth Support Services', you will be asked to complete a 'Data Protection and Me' form to give your agreement to this. You may change your mind at any time should you no longer wish to share your data.

In exceptional circumstances we may share your personal information without your agreement, for example, if there is a risk of serious harm to you or another person or there is a legal reason for us to do so.

We may use some basic information about you to help us find out the best ways to support young people, but we take steps to anonymise this information before using it to improve our services and you would not be named in this type of research.

## How long is my personal information kept for?

We will keep your record until you are aged 23, but we will keep it longer if you have a disability or learning difficulty, are a Buckinghamshire care leaver, or have received support from us when you were aged 20 or older. In these situations we will keep your record until you are aged 28. We may be made aware if you have had any involvement with the Youth Justice System, and if you have, we will delete your record in line with their rules.

If you complete a "Star" assessment, a copy is kept in a separate database for 7 years, but your name is not shown.