

Data Protection information

(Privacy Notice)

What does Catch22 do?

Catch22 is a social business, a not for profit business with a social mission. For over 200 years we have designed and delivered services that build resilience and aspiration in people and communities. Our 1600 colleagues work at every stage of the social welfare cycle, supporting 30,000 individuals from cradle to career. Today we deliver alternative education, apprenticeships and employability programmes, justice and rehabilitation services (in 22 prisons and in the community), gang’s intervention work, emotional wellbeing and substance misuse and children’s social care programmes and mediation.

<p>What does this service do?</p>	<p><i>Catch22’s Suffolk Positive Futures aims to transform young people lives and make a significant impact on reducing crime and youth violence in local communities while promoting positive emotional wellbeing. Staff work with you in your community at times when you need the support most.</i></p>
<p>What data/information do we collect</p>	<p><i>Below is a list of the data that we will/may process in the course of our contact with you and the lawful basis that applies to each processing activity:</i></p> <p><i>The person referring your case to us will ask your permission to pass on the following information:</i></p> <ul style="list-style-type: none"> • <i>Full name</i> • <i>Age</i> • <i>Address</i> • <i>Contact details</i>

- *The background to your situation and any issues that Catch22 needs to be aware of (accessibility issues, support workers, health and safety concerns etc.)*
- *Information for monitoring purposes such as sexuality, ethnicity, disabilities, health issues, employment status, housing status, whether you have had contact with the Criminal Justice System or Children's Services, immigration status (all of which is stored anonymously)*

We take emergency contact details of all young people on their first session with us and then for any young person under 16 we also issue them with a parental consent form to take home.

If we support you to gain a qualification, the awarding body requires us to collect and send them the following information in order to send us your certificate:

- *Your name*
- *Your date of birth*
- *Your ethnicity*
- *Your gender*
- *Your language*

**Why do we
require your
information?****Self-Referrals**

As the Suffolk Positive Futures programme delivers a range of sporting activity where physical contact is likely, from time to time there is the possibility of injuries occurring. We need to have appropriate contact details of all participants as well as parents/guardian contacts too in case parental contact is needed as a result of injury or illness of the participant. We also use the information to inform you of other projects delivered by Suffolk Positive Futures which you may like to be involved with.

Formal Referrals (e.g Schools)

In order to support you in the best way possible, it is essential that we understand the referrer's concerns and have some background about your situation, so that we can ascertain why the referrer feels you might benefit from working with us.

There are also Health & Safety implications to our staff visiting people, especially if in your home, so we ask referrers for any specific, relevant information that helps us to keep our staff safe.

Monitoring:

Monitoring information is an important part of making sure we do not discriminate about how we deliver our services, as

	<p>well as for training purposes when taking on new staff to show who we work with and how we help them.</p> <p>Evaluation & Feedback:</p> <p><i>In order for us to continue offering successful and effective support services, it is vital that we collect and learn from the feedback our service users, partners and referrers share with us.</i></p> <p><i>The feedback also helps us to show other people what our service users say about us (which we share anonymously).</i></p>
<p>Where did we get your data from?</p>	<p><i>The data we collect comes from you or from the person referring you to us. They are required to obtain consent from you to pass on that information and for us to contact you.</i></p>
<p>Who will we share your information with?</p>	<p>Referrers: <i>We will provide the person who referred the case to us with updates about how the support is going, along with copies of the agreement of work and review of work forms mentioned above.</i></p> <p>Other agencies: <i>We will ask you for your consent to share your information with relevant agencies if we think it might be helpful to you.</i></p> <p>When it's required by law or for the purposes of safeguarding you or others:</p> <ul style="list-style-type: none"> • <i>Where you disclose information that poses a risk to yourself or others</i> • <i>In the interests of safeguarding children or vulnerable adults</i>

	<ul style="list-style-type: none"> • Pursuant of the Terrorism Act 2000 • Where it is required for the purposes of crime prevention or detection <p><i>This information will be shared in compliance with legal obligation(s) and/or for your/others vital interests. Normally we will tell you if we want to share your information for these purposes but there may be circumstances where this is not possible if it's not safe or appropriate to do so.</i></p>
<p>How will your data be looked after and how long will we hold on to your information for?</p>	<p><i>All the information and data mentioned above is stored on the protected Catch22 Suffolk Positive Futures database – Substance Views.</i></p> <p><i>Information sent between agencies is via email, with documents being encrypted with agreed passwords, and any other information being anonymised to ensure the information is not identifiable to you other than with the people working with you and whom the information is intended for.</i></p> <p><i>We will store your data for up to 3 years after we have stopped working with you. After this time the data and information held about you will be securely erased from our server.</i></p>
<p>What happens if the information in</p>	<p><i>You will need to be specific about why you think the information is wrong and what you think we should do to correct it. If you can prove the information is incorrect, we will</i></p>

<p>the records is wrong?</p>	<p><i>change it. If we cannot amend your record in the way you would like, we will explain the reason for this. You will be able to see a copy of your amended record.</i></p>
<p><i>What rights do you have over the information that we hold on your behalf?</i></p> <p><i>You have several rights over your data that we are required by law to uphold. You have the following rights:</i></p>	
<p>▪ The right to access your data:</p>	<p>▪ <i>You have the right to request a copy of your data provided that your request is not unfounded or excessive. We are required to provide you with this within one month of your request. In order to request your data, please contact your Catch22 Worker or DPO@catch-22.org.uk</i></p>
<p>▪ The right to withdraw your consent from us</p>	<p>▪ <i>This right will only apply to the sharing of your information with other agencies you have consented to.</i></p> <p>▪ <i>Please contact your Catch22 Suffolk Positive Futures worker or DPO@catch-22.org.uk</i></p>
<p>▪ The right to lodge a complaint with the Information Commissioners Office (ICO)</p>	<p>▪ <i>You have the right to make a complaint to the Information Commissioners Office (body that regulates Data Protection) if you feel that we have not processed your data correctly and in accordance with relevant law. Please feel free to make us aware of any concerns that you have, we will look to fix any issues quickly and efficiently.</i></p> <p>▪ <i>Please visit https://ico.org.uk/ or call 0303 123 1113 in order to lodge a complaint with the regulator.</i></p>



Talk to us

If you have any concerns about the way in which your information is used when working with us, please feel free to contact your catch22 Worker about this, or Catch22's Data Protection Officers on the following email address DPO@catch-22.org.uk.

27 Pear Tree Street London EC1V 3AG

T 020 7336 4800 F 020 7336 4801 E info@catch-22.org.uk catch-22.org.uk

Patron: HRH The Princess Royal Catch22 Charity Limited Registered charity no. 1124127

Registered office: 27 Pear Tree Street London EC1V 3AG Company limited by guarantee Company number 6577534