



Privacy Notice for Children, Young People and Parent/Carers

This Privacy Notice tells Door 84's Children, Young People and Parents/Carers what to expect when we collect, use, retain and disclose your personal information. It is important to us that you feel safe sharing your information with us. We take care to meet our legal duties and put in place all reasonable technical and procedural controls to protect your personal information for as long as we hold it in whatever format we hold it in. Data is processed in line with The General Data Protection Regulation 2018. If you're unsure about what will happen to your personal information, please ask us.

Who we are

Door 84 is a Youth Club primarily and a registered charity based on Lowther Street in York, providing activities and support for young people aged 8 – 25.

How we use your data

Your privacy is protected by law which says that we can use your personal information only if we have a proper reason to do so. The reasons why we may process your information are:

- When it is our legal duty;
- When it is in our legitimate interest
- When we have a vital interest; or
- When you consent to it

Special Category Data

We may also collect, store and use the following “special categories” of more sensitive personal information regarding you:

- information about your race or ethnicity, religious beliefs and sexual orientation;
- information about your health, including any disabilities, medical conditions and history, injuries, allergies, medication, health professional information; dietary and access requirements.

We process this special category data on the basis that:

- The processing is necessary for reasons of substantial public interest - (equality of opportunity or treatment)
- processing is necessary to protect your vital interests

- the processing is based on your explicit consent

Below is a list of the ways that we may use your personal information and which of the reasons we rely on to do so.

Purpose of processing data	Personal info used	Legal Basis for processing
To provide and manage our services and to deliver the project you attend	All contact information, date of birth and emergency contact details. Also, details including special category data including ethnicity, Gender, Health and Medical information.	<ul style="list-style-type: none"> • Legitimate Interest To ensure that we have the correct information for us to administer, manage and deliver an appropriate provision (suitable support, activities, trips and events). • Legal Obligation To ensure your health and safety when attending Door 84 and comply with our duty of care obligations • Consent (special category data) see additional section above.
To conduct monitoring, research and evaluation of our work.	Contact details, date of birth, attendance registers, photo and media. Special category data including ethnicity, Gender, Health and Medical information	<ul style="list-style-type: none"> • Legitimate Interest So we can monitor our reach, assess the impact of our work and inform the future development of our work and events. • This information will also be used to provide anonymous statistical information to fulfil our contracts with Funders. • Consent (special category data) see additional section above.
To comply with legal obligations that apply to us, such as Health & Safety and Safeguarding provisions.	Identification details contact details, date of birth, attendance records. Special category data including ethnicity, Gender, Health and Medical information.	<ul style="list-style-type: none"> • Legal Obligation To ensure your health and safety when attending Door 84 and comply with our duty of care obligations. • Vital Interest

		<p>to protect you when you are physically or legally incapable of giving consent (Special Category Data)</p> <ul style="list-style-type: none"> • Consent (special category data) see additional section above.
For the purposes of equal opportunities monitoring	Identification details, date of birth, Special category data including ethnicity, Gender, Health and Medical information	<ul style="list-style-type: none"> • Legitimate Interest To promote an environment that is inclusive, fair and accessible. • Legal Obligation To comply with equality legislation. • Consent (special category data) see additional section above
To answer your queries and respond to any complaints	Contact details	<ul style="list-style-type: none"> • Legitimate Interest To provide a proactive service to you in case there are any issues with the services we provide.
To enable us to contact you and keep in touch during your time with us. (please see marketing paragraph for specific information)	Contact details from registration form.	<ul style="list-style-type: none"> • Legitimate Interest (please see marketing paragraph for specific information) • Consent
To use information regarding your physical or mental health or disability status and your requirements whilst attending sessions, trips and events.	Special category data including Health and Medical information.	<ul style="list-style-type: none"> • Legal Obligation To ensure your health & safety and comply with our duty of care obligations when attending any of our events, sessions or projects. • Legitimate Interest To ensure that we can provide suitable activities and provision for you when attending any of our events, sessions or projects. • Vital Interest

		to protect you when you are physically or legally incapable of giving consent • Consent (special category data) see additional section above
For the purposes of promoting our work.	Photo and Video	• Consent For the purposes of promoting our work. We will only use Photo or Video when you have given us explicit consent to do so. You can withdraw this consent at any time.

We may need to collect additional personal information during the project that is not currently identified on the above list but before doing so we will provide you with a written notice setting out details of the purpose and the lawful basis of why we are collecting that data, its use, storage and your rights.

What types of personal information do we handle?

We process personal information to be able to provide our services to users, to communicate with service users and promote our services. The types of personal information we use include:

- Personal details such as Name, Address, Telephone, Email, Date of Birth
- Employment Status
- Emergency Contacts
- Attendance Registers
- Details of Accidents/Incidents
- Photos & Videos
- Consents that you give us about how we can use your information.

Special Category Data

- Ethnicity
- Gender
- Details of any disability, learning difficulties, medical conditions/ support needs and medication

This information requires special protection by law – we will always explain what information we require and why it is needed when collecting this data.



- Any consents which you have given us in relation to the processing of your information

Where we collect personal information from

We collect personal information from the following sources:

- Personal information that you give to Door 84 by completing a registration form or trip attendance form.
- Attendance register when you attend Door84
- Photos and Video taken within our sessions and events
- From an external organisation referring you to our services
- Information that you give to Door 84 by completing a care plan detailing health, medication and support needs.

Who we share your information with

We want to assure you that your personal information will be respected and protected from unauthorised disclosure wherever possible.

We may share your information with the following:

- Emergency services in an emergency or if we are legally obliged to do so
- External organisations where we have your consent to refer you to them
- Children's Social Care - if we believe you or someone else may not be safe

Marketing

We may use your personal information to provide you with news and updates about Door 84, information about forthcoming events and activities and to keep in touch with you for up to 2 years after your last attendance. This is what we mean by "Marketing".

We can only use your personal information to send you marketing messages if we either have your consent or a "legitimate interest". Legitimate interest is when we have a reason in line with the aims of the project to communicate with you about these things (which will not unfairly go against your rights and freedoms). If you have told us you do not want to receive such messages, we will not send them to you.

We have a legitimate interest to:

- Contact you by telephone to help us plan attendance, activities and trips
- Send you newsletters and activity plans about Door84
- Make you aware of events and activities offered by Door 84



We will ask your explicit consent to send you any other marketing messages.

How long will your information be held?

Please see our *Retention of Documents* Policy for details of retention periods for specific documents. You can access this policy on our website or receive a physical copy by asking a member of staff.

Security of your information

The information you provide on the registration form is stored in paper format and locked in a filing cabinet. Keys for filing cabinets are kept in a passcode protected key cabinet.

Electronic spreadsheets and Databases containing personal information are password protected.

Door 84's mobile that contains personal information is pass word protected and kept in a locked filing cabinet when not in use.

Hard drives/ memory sticks that contain personal information are locked away and documents are password protected.

Information that is taken offsite during trips and residentials will be kept on the Senior workers person and documents/devices will be returned to a locked filing cabinet on return to the office.

Only authorised members of staff will have access to your personal information.

What are your rights?

You can exercise any of the following rights by writing to us at:

Postal Address: Door 84 Youth Space, 84 Lowther Street, The Groves, York, Y031 7LX

Email: door84@hotmail.co.uk

Your rights in relation to your personal information are:

To be informed: we must provide fair processing information typically through our privacy notice.

Access: you can ask for a copy of the information we hold about you. Door 84 is required to respond within 40 days from receiving the request.



Correction: we will use all reasonable endeavours to ensure the accuracy of your personal information. It is your responsibility to ensure that you submit true, accurate and complete information to us. You can have any inaccuracies in your information corrected.

Deletion: individuals have the right to have personal data erased. This is also known as 'the right to be forgotten'. This right is not absolute and only applies in certain circumstances.

Objection/marketing: you can object to us processing your data in certain circumstances (for example, profiling). If you no longer wish to receive communications from Door 84, you can let us know by contacting us on the above details.

Restriction: you can ask us to pause processing your information in certain circumstances (for example, if you are disputing its accuracy).

Data Portability: you can ask us to transfer your information electronically to another organisation in certain circumstances.

Automated decision making/profiling: you can ask for access to information about the reasoning behind any decisions taken by automated means. You have the right to ask us to reconsider a decision taken by automated means.

Withdrawal of consent: you can withdraw your consent at any time, where consent was the only lawful basis for processing the data.

[How to raise a concern or make a complaint](#)

If you are concerned or unhappy with the way in which your personal data has been processed, you may in the first instance contact Door 84 using the following details.

Postal Address: Door 84 Youth Space, 84 Lowther Street, The Groves, York, Y031 7LX,

Email: door84@hotmail.co.uk

If you remain dissatisfied, then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Report a concern online at <https://ico.org.uk/concerns/>

Call 0303 123 1113

Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF



Door 84 strives for continuous improvement in our services, processes and protecting data. We will therefore update this privacy notice from time to time. It will always be on our website for you to view.

This Privacy Notice was last updated May 2018