

Supplementary Privacy policy

Young People

Our obligations to you

The Rendezvous is a charity that works with young people (13-25). We take your privacy seriously and follow the 2018 General Data Protection Regulations. We will continue to develop this document as the Information Commissioners Office (ICO) update their rules and best practice. This policy supplements the General Supporters Privacy Notice which is available on the Rendezvous website.

What information we collect

This depends on the work we are doing with you but may include:

- Contact details – including any medical conditions we should be aware of and emergency contacts
- Case notes – detailing your work with our service
- Feedback forms – general surveys and feedback
- Photographs, video, audio

Why we collect and keep your information

There are several reasons why we may need to hold information and we will always tell you why. Reasons include

- contacting you
- being able to respond appropriately in the case of an emergency, knowing who to contact, if you suffer any medical conditions
- keeping notes about our work with you so that we can refer to them
- monitoring and promoting the work we do to be able to report back to the organisations who give us funding

How we look after your information

- Contact details are kept online on a secure database and computer network system. Any hard copies are kept in a locked drawer
- Youth worker and mentor case notes are recorded on a secure online database and only accessible by the staff
- Case notes and audio recordings made by a counsellor are stored anonymously and kept securely in a locked drawer or cabinet.
- Feedback forms are stored securely
- Photographs and video are stored on our secure computer network

How long we store your records for and what happens after that

- We keep contact details and case notes for 5 years from the time of your last engagement with the centre. At the end of five years we will then shred paperwork and delete all electronic files
- Any general feedback forms you complete will be held for one year and then shred

Sharing information

Your information can only be seen by relevant members of the Rendezvous team. We will never share information about, or involve a third party in the work we do with you without your consent. There is one **important exception** to that rule, if we believe that you are in danger or may put someone else in danger then we have a legal obligation to report it to other agencies and we will share information.

Queries and Complaints

If you have any queries or complaints about the way we hold your data please contact us at office@therendezvous.org.uk. Alternatively you may lodge a complaint with the Information Commissioner's office.