



FLOURISH SERVICES PRIVACY NOTICE

For those who we provide services to; You have a right to share your thoughts, feelings and opinions, and ask for advice in privacy as well as share your personal data with us. We (You Can Flourish) will keep your information confidential and private.

WHAT THIS MEANS:

- ★ We will not share your personal details or anything you tell us with other people or agencies unless you have given us the permission to do so.
- ★ We will however, share information if you or someone else is in immediate danger or harm, this is important to keep you and others safe.
- ★ We will ask you or your parents/carers permission to share information with some people so that we can give you the best support possible. This may be parents/carers, social services, health service, school (usually only others who are already working with you.) Of course, we would not just share everything, only what is necessary to support you.

HOW WE USE YOUR INFORMATION:

In order for us (You Can Flourish) to provide this service to you, it is necessary for us to collect and hold some personal information (data) about you. In doing this we work within our Safeguarding Policy and the Data Protection Act (1998).

This data may include:

- Name, age and ethnicity and sometimes parent/carer contact details. This information helps us identify you. It also helps us provide the most appropriate service and make contact with parents/carers about the service or if in case of emergency.
- Dietary, medical or educational needs. This is to ensure we keep you safe from harm during sessions and that we can tailor the programme around any needs you may have.
- Issues, challenges or situations you may be facing. This is so we can address some of these during the programme, it also helps us to be sensitive to those issues.
- Your thoughts, opinions and feelings may be noted, also any incidents that may arise during the programme. This is so we can tailor the programme around needs and interests and support you in the best possible way.

- Anyone else you might be working with, e.g. a GP or social worker. This is so we know what other support you are getting and we can adapt the mentoring to fit or contact them (with your permission) if helpful to support you.
- Incidents that have happened whilst we have been working with you and notes about contact we have made with you or your parent/carer, e.g. phone conversations, texts or email.

We will:

- Only collect the data that is necessary to deliver you this service.
- Store this information in computer systems and in paper records.
- Keep your data secure, protecting it from loss, damage or unauthorised access. (We keep it locked away, or password protected if it is on a computer.)
- Endeavour to keep this data up to date and accurate, but this requires you to give us accurate information and let us know of any changes.
- Only retain your data for as long as is necessary to provide you with the service and for 6 years afterwards.
- Provide statistical data to some relevant organisations, but this will not include any data which would enable you to be identified as an individual.

We will not:

- share your information with other organisations without your permission unless we are required to safeguard and protect you or someone else from harm.
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You can see the information we hold about you by making a request to access it by emailing hello@youcanflourish.co.uk. You also have the right to request that information about you is removed.

SUPPORTER PRIVACY NOTICE

For those who sign up to receive Flourish news updates and those who donate to You Can Flourish; We wish to let you know about the data we collect about you and how we (You Can Flourish) are holding and processing this data.

Data we collect about you may include:

- Personal details including name, address, email and contacts.
- Bank details if you have set up a standing order through us.
- Gift aid declaration.
- Notes about contact we may have had with you in person, or by phone, email or post.

We use this information:

- To send you updates if you have requested them.
- To receive funds from you if you have signed up to give financially to Flourish.
- To claim gift aid if you have signed a declaration and are giving financially.
- To contact you about your financial giving.

We Will:

- Only collect the data we need.
- Store this information in computer systems and in paper records.
- Keep your data secure, protecting it from loss, damage or unauthorised access.
- Endeavour to keep this data up to date and accurate, but this requires you to give us accurate information and let us know of any changes.
- Only retain your data for as long as you volunteer with Flourish and for 6 years afterwards. It will then be destroyed.

We will not:

- Share your data with other organisations unless you give us permission.

You have the right to data portability, request access to, rectification or removal of your data collected as part of this process.

You have the right to see any information we have about you and the right to request that information we have about you be removed at any time. Our contact details are below.

You can also lodge any complaints with Flourish staff or a Flourish trustee.

FEEDBACK AND COMPLAINTS

Those we provide services to will be given opportunity to give feedback to Flourish as we finish working with them. You can also give feedback at other times by email, phone or face to face.

WHO CAN MAKE A COMPLAINT?

- If you currently use Flourish services, or have done so in the past
- If you give your consent for someone else to make a complaint for you
- If you are under 16 you still have the same rights to complain as everyone else.

WHEN CAN I MAKE A COMPLAINT?

You can make a complaint as soon as something happens that you're not happy about. If you don't make a complaint straight away, you can still complain:

- Up to 12 months after it happened.
- Up to 12 months after you became aware of the problem.

HOW WILL COMPLAINTS BE HANDLED?

- They will be thoroughly investigated and dealt with quickly.
- All complaints will receive a positive and full response, however they are made.
- If Flourish has made a mistake we will apologise, explain what went wrong and put things right quickly and effectively.
- If you are unhappy with Flourish's response, we will give you details of how you can get your complaint independently reviewed.
- Flourish will create improvement action plans to stop things from going wrong again.

CONFIDENTIALITY:

Your right to confidentiality is of the highest importance to us.

- You have the same rights to confidentiality during the complaints process as normal, even if you're under 16
- Complaints will be kept totally separate from client records, so you will not be treated any differently
- If you want someone else to make a complaint for you, we will need to make 100% certain that the person has your consent to make the complaint on your behalf, so we would need to talk to you, in the first instance.

WAYS YOU CAN GIVE FEEDBACK OR MAKE A COMPLAINT:

- Speak to the Flourish staff member or volunteer you have been working with.
- Contact the Flourish Office on 07732825721
- Email Flourish hello@youcanflourish.co.uk