

## Privacy Statement for young people using our services

### 1. WHO WE ARE

- 1.1 YMCA South Midlands is committed to protecting your personal information and respecting your privacy. This statement explains how we collect, use, store, and share your personal data when you access our services.
- 1.2 We are the Data Controller, which means we are responsible for deciding how your personal information is used and ensuring it is handled lawfully and securely.

### 2. WHAT INFORMATION WE COLLECT

- 2.1 We may collect and process the following types of personal data about you:  
Identification details:
  - i) Name, date of birth, gender, photograph.
  - ii) Contact details: Address, phone number, email, emergency contacts.
  - iii) Background information: Education history, employment history, criminal record (if applicable), references.
  - iv) Health and wellbeing data: Hobbies and interests, physical and mental health information, support needs, substance use (if relevant).
  - v) Equality and diversity data: Ethnicity, religion, sexual orientation, gender identity.
  - vi) Service-related information: Meet and greet record, goal setting, progress notes, activity participation, employment roles during your time living with us, occupancy agreements.
  - vii) IT and CCTV data: Usage of YMCA systems, CCTV footage from our premises.
- 2.2 Some of this information may be considered sensitive personal data and is treated with extra care.
- 2.3 Where we process special category data (such as health or equality information), we do so under Article 9 of the UK GDPR, including for reasons of substantial public interest, provision of health or social care, or with your explicit consent where appropriate.

### **3. HOW WE COLLECT YOUR INFORMATION**

#### **3.1 We collect information:**

- i) Directly from you when you apply for or use our services and while you are using our services.
- ii) From other professionals such as social workers, personal advisors, education providers, health professionals, probation services or the police.
- iii) From public bodies such as local councils or funding organisations.
- iv) Via CCTV and IT systems used on our premises.

### **4. WHY WE COLLECT YOUR INFORMATION**

#### **4.1 We use your personal data to:**

- i) Provide appropriate support.
- ii) Manage your occupancy agreement.
- iii) Help you access other services, benefits, or funding.
- iv) Monitor and improve our services.
- v) Meet legal and safeguarding responsibilities.
- vi) Report anonymised statistics to funders and stakeholders.

### **5. OUR LEGAL BASIS FOR USING YOUR DATA**

#### **5.1 We will only use your personal data when we have a lawful reason to do so. These include:**

- i) Your consent (which you can withdraw at any time).
- ii) Fulfilling a contract (e.g. housing or support agreement).
- iii) Legal obligations (e.g. safeguarding, health and safety).
- iv) Public interest (e.g. supporting vulnerable individuals).
- v) Legitimate interests (e.g. improving services, ensuring safety).
- vi) Vital interests (e.g. protecting your life or someone else's).

#### **5.2 If you are under 16, we will ask your parent or guardian to give consent on your behalf.**

### **6. WHO WE SHARE YOUR INFORMATION WITH**

6.1 We may share your data with:

- i) Local authorities and funding bodies.
- ii) Health and social care professionals.
- iii) Public health agencies.
- iv) Police or other law enforcement agencies.
- v) Our service providers (e.g. IT systems, housing support).
- vi) Regulatory bodies (e.g. the Information Commissioner's Office).

6.2 We will only share your data when necessary, and we will always ask for your consent unless we are legally required to share it or the third party we share it with has a legal basis to process it.

## **7. HOW WE STORE YOUR INFORMATION**

7.1 Your data is stored securely and access is restricted to authorised staff only.

7.2 We use appropriate technical and organisational measures to protect your data from loss, misuse, or unauthorised access.

## **8. HOW LONG WE KEEP YOUR INFORMATION**

8.1 We keep your personal data only for as long as necessary. This is usually:

- i) Up to six years after you stop using our services.
- ii) Until your 26th birthday if you were under 18 when you accessed our services.

8.2 Some anonymised data may be kept longer for reporting purposes.

## **9. YOUR RIGHTS**

9.1 You have rights under law, including:

- i) The right to be informed.
- ii) The right to access your data.
- iii) The right to correct inaccurate data.
- iv) The right to have your data deleted.
- v) The right to restrict or object to processing.
- vi) The right to data portability.

vii) The right to object.

viii) Rights related to automated decision-making and profiling.

9.2 To exercise any of these rights, please contact us using the details below.

## 10. CONTACT US

10.1 If you have any questions or concerns about your data, or if you want to make a request, please contact [hello@ymcasouthmidlands.com](mailto:hello@ymcasouthmidlands.com)

## 11. INFORMATION COMMISSIONER'S OFFICE

11.1 You can also contact the Information Commissioner's Office (ICO) if you would like to know more about your rights, or if you are unhappy with how we've handled your data:

www.ico.org.uk  
0303 123 1113

## 12. CHANGES TO THIS STATEMENT

12.1 We may update this privacy statement from time to time. The latest version will always be available on our website or from your keyworker.

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Version 1	Director of Resident Services (Nicola Walker)	CEO (Simon Green)	3 Year	Sept 2028
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**Here for young people**  
**Here for communities**  
**Here for you**

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE