



**For all 13-19 year olds
(Up to 25 if you have a
learning difficulty or a
disability)**

Data Protection and You

Why does the Youth Connexions service keep information about you?

Many people who provide services you already use, like doctors and teachers, hold information about you in order to provide you with those services. The Youth Connexions service also holds information about you. The reason for having this information is to help us provide you with the guidance and support you require to progress in education, training or employment opportunities.

Sharing Your Information

If you agree that it would be helpful for us to pass any of your information to anyone else, we will ask you to fill in a consent form to give us permission to pass this information on. The only reason Youth Connexions will pass on information without your permission is if there is a legal requirement to do so, or if there is a risk of serious harm or threat to life. In line with the **Data Protection Act**, your information will not be kept longer than necessary. This will normally be for three years after you reach the age of 20.

What do we do with the information we collect about you?

Those working with you use it to understand your circumstances and provide the best help available. Your information will also be used to produce reports and statistics, but in these cases it will not be possible to identify you. We may hold the information in either paper or electronic form, but in either case it will be kept securely and only made available to authorised persons. You can withdraw your consent to having information held about you at any time by contacting the Data Controller at the address shown below. If you do this, we will remove from our records that information that you do not wish us to hold but this may limit the effectiveness of the services which you can be offered.

What sort of information does Youth Connexions keep about you?

The sort of information that is kept about you includes:

First names(s) and surname / Date of Birth / Address, including postcode / Telephone number / Gender (Male or Female) / Ethnicity (Black, White, Asian, etc.) / Parent/Carer contact name / School or College attended / GCSE results, if appropriate / What you are doing (for example in school, college, employed , unemployed) / Record of all contacts you have had with Personal Advisers.

Any further information kept about you will be information you have given us when talking with your Personal Adviser.

Seeing your information, raising concerns or making complaints

You may ask to see the information held about you at any time. A Youth Connexions Personal Adviser or Youth Worker can also help to explain this leaflet. If you wish to have a copy of your records, you will need to apply in writing to: The Data Controller, Youth Connexions, FREEPOST NATE742, HERTFORD, SG14 1BR.

If you have any concerns about the information held about you, you should, in the first instance contact Youth Connexions at the above address. If you still feel dissatisfied you can contact the: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow.

This publication is available in other formats. For more information please call freephone **0800 389 3258** or email: [hazel.makepeace @hertscc.gov.uk](mailto:hazel.makepeace@hertscc.gov.uk)

The Youth Connexions Service welcomes any feedback – please use the above contact details.