

BESPOKE SERVICES - SERVICE USER PRIVACY NOTICE

What does Catch22 do?

Catch22 is a national organisation that works across England and Wales delivering services in a variety of settings. These include schools, colleges, social care, victim services, family support, prisons, apprenticeships and employment support.

We have been around for over 200 years and our focus is about making a difference to people by delivering our 3 'P's – having good people around, having a good place to live/study/work, and having good purpose in life. Different services will focus on different aspects, but we aim to address those three elements to support people to thrive.

What does this service do?

Catch22's Bespoke Service has been developing and delivering a wide range of services for over 30 years. Services are commissioned by schools, academies, local authorities and partner organisations on a one-off or long-term basis and are co-designed with commissioning organisations.

What information do we collect and why do we need it?

We will only ask you for data that is needed to deliver, monitor and evaluate our services. Some of the information will be obvious but if you have any queries about any of the information we ask you for or why we need it, then please ask us. The person referring your case to us will pass on the following information about you:

- Full name
- Age
- Address
- Contact number

- The background to your situation and any issues that Catch22 needs to be aware of (accessibility issues, support workers, health and safety concerns etc.)

We may ask you to give us some more sensitive information (also known as ‘special data’) like your gender, age, ethnicity, sexual orientation, religion and/or any disabilities. We will explain to you why we need this information, and you are free to refuse to give it if you do not wish to do so.

If we work with you on a 1 to 1 or family support basis, when we talk to you in person, we will ask you for further details about your situation.

What law applies and which bits set out the legal basis for us to collect and hold your personal information?

The two main pieces of law that apply are:

1. The UK General Data Protection Regulation
2. The Data Protection Act 2018

We do have to have a legal basis for processing your information and this is:

- Performance of a contract (UKGDPR Article 6.1b)
- Vital Interests (UKGDPR Article 6.1d)
- Individual consent (UKGDPR Article 6.1a)

The ‘special category data’ that we collect must meet even more of a legal test and our legal basis for collecting this is:

- Explicit consent (UKGDPR Article 9.2a).

The Information Commissioner’s Office has given further guidance that sets out when these conditions can be used as the legal basis for processing your information and this can be supplied to you if you wish to see it.

Where did we get your data from?

The data we collect comes from you, from the person referring you to us or other professionals you have consented for us to talk to. They are required to obtain your consent from you to pass on that information and for us to contact you.

Who will we share your information with?

We will provide the person who referred the case to us with updates on whether you do or do not attend sessions.

We will only share information about you to other organisations where we have a record that you have agreed for your details to be passed on to another service to provide you with further or additional support.

Bespoke Services provides monitoring reports to our partners and referrers, but no personal or sensitive information is provided that will identify you. We do like to provide anonymised case studies, as well as anonymous evaluation and feedback, so that we can improve the service that we deliver.

We may have to share information if we are legally obliged to do so, for example where we have serious concerns about your safety or that of someone else associated with you. In these cases, we would share the relevant information with safeguarding organisations (Social Service, the Police or any other Emergency Service) if you or anyone else is at risk of harm. We will only share information where the law allows.

Catch22 securely stores all the information and data mentioned above and is only available to those people with authorised access .

Information sent between agencies is via email, with documents being encrypted with agreed passwords, and any other information being anonymised to ensure the information is not identifiable to you other than with the people working with you and whom the information is intended for.

How long will we hold on to your information for?

Your information will be held as 'live' for the period of time that you are engaging with Bespoke Services and then it will be held as archived until you are 25 years old.

Sometimes there may be legal reasons we have to retain the information for a longer specified period of time and there may also be circumstances where it is appropriate within legal and best practice requirements to retain the information for a longer period, but we will make every effort to inform you of this.

What happens if the information in the records is wrong?

You will need to be specific about what information you think may be wrong and why, along with what you think we should do to correct it. If we cannot amend your record in the way you would like, we will explain the reason for this. We will always mark disputed records to show that the record is disputed. You will be able to see a copy of your amended record.

What rights do you have over the information that we hold on your behalf?

You have a number of rights over your data that we are required by law to uphold. You have the following rights:

- **The right to be informed** - how we will use your information
- **The right of access** – how to access information we hold about you
- **The right to rectification** – request that information that is held about you and is inaccurate or incomplete be rectified
- **The right to erasure** – requests that under special circumstance information held on you may be removed or deleted if applicable
- **The right to restrict processing** –Block or suppress processing of information about you
- **The right to data portability** - Obtain and re-use information held about you for your own purposes across different services if applicable
- **The right to object** - in certain circumstance you can object to processing of information about you.
- **The right to withdraw consent** - at any time where your information is being processed based on that consent.

- **The right to lodge a complaint with the Information Commissioners Office (ICO)**

If you feel we have not processed your data correctly and in accordance with UKGDPR and the Data Protection Act 2018, you have the right to make a complaint to the Information Commissioners Office (body that regulates Data Protection). Please visit <https://ico.org.uk/> or call 0303 123 1113 in order to lodge a complaint with the regulator.

Contact

If you would like to discuss anything in this privacy notice, please contact:

Beverley Clark, Data Protection Officer Catch22, on DPO@Catch-22.org.uk or on 07879 422664

Last updated

We may need to update this privacy notice periodically, so we recommend that you revisit this information from time to time. This version was last updated January 2022.