

Data Protection information

Catch22 Privacy Notice – Connect (February 2026)

What does Catch22 do?

Catch22 is a social business. We design and deliver services that build resilience and aspiration in people and communities across the UK.

We've been a charity for 200 years. Today our teams work across children's social care, deliver alternative education, get people into work through apprenticeships and employability programmes, build stronger communities through social action, and deliver social justice and rehabilitation services (in prisons and in the community). You can find out more about what we do [here](#).

But we don't just stop at changing lives on the frontline. We take any surplus and the learning from our delivery, and funnel that into public service reform – investing in new structures and programmes that do things differently and change the system for good.

Catch22 Charity Ltd are the data controller for the personal information we hold about you and we are mainly responsible for deciding how we hold and use data about you. These decisions are based on what is required by law or specified business need and as such we must be able to explain and justify what information we are gathering, how it is going to be used and how long we are going to keep it for. We will only use your data when the law allows us to. The law says that we must identify a lawful basis for each use of your data and we are required to make you aware of what that is and what rights you have. For this purpose, we have set out the following privacy notice outlining how we use your data and how that complies with the law.

What is Connect?

Connect is a pre-employment programme supported by DHL and is delivered by Catch22. Connect supports young people aged 16–25 across the East Midlands

This programme delivers a structured 4-week upskilling experience designed to build confidence, employability skills, and real insight into the world of work. Each monthly cohort supports up to 10 young people and has been co-designed with DHL to ensure meaningful employer engagement throughout.

Participants will receive:

- An online insights session delivered by DHL employees
- A CV and interview workshop with DHL volunteers (online or in person)
- A visit to a DHL site for a behind-the-scenes tour and interactive workshops

The programme places strong emphasis on real employer connection. Our aim is for every participant to engage in at least one employer touchpoint, with the majority experiencing all three.

This opportunity is ideal for young people who:

- Are aged 16–25
- Are based in the East Midlands
- Would benefit from employability support and exposure to industry
- Are motivated to develop skills and explore career pathways

DETAILS COLLECTED	PURPOSE	LAWFUL BASIS	SHARED WITH	HELD FOR
Title Name, Address, Phone number, Email address, Date of birth	To identify each individual and to ensure that communication is effective	<i>Legitimate Interest 6(1)(f)</i>	Limited info shared with Employer, Apprenticeship, Education provider	6 years after the end of engagement
NI number	Unique identifier	<i>Legitimate Interest 6(1)(f)</i>	Employer Apprenticeship provider	6 years after the end of engagement
ID documentation for Right to Work purposes	To establish legal right to work in the UK	<i>Legal Obligation 6(1)(c)</i> Immigration, Asylum and Nationality Act 2006	Will not be shared	n/a
Demographic information - core <ul style="list-style-type: none"> • gender • ethnicity • disability/health • age 	To ensure that any reasonable adjustments are made as required by the Equality Act 2010. To enable the evaluation to establish if there are any particular issues around accessing or sustaining employment or apprenticeships facing certain demographic groups within the population	<i>Legal Obligation 6(1)(c)</i> Equality Act 2010	When share with the programmes funder (DHL) this information will be fully anonymised and used to demonstrate the impact of the programme	6 years after the end of engagement

Demographic information - voluntary <ul style="list-style-type: none"> sexual orientation religious beliefs gender re-assignment 	To enable the evaluation to further establish if there are any particular issues around accessing or sustaining employment or apprenticeships facing certain demographic groups within the population	<i>Consent 6(1)(a)</i>	When share with the programmes funder (DHL) this information will be fully anonymised and used to demonstrate the impact of the programme	6 years after the end of engagement or deleted immediately upon withdrawal of consent
Education, Training, Employment experience and status	To establish a baseline for needs assessment and progression monitoring To establish the starting point for evaluation	<i>Legitimate Interest 6(1)(f)</i>	When share with the programmes funder (DHL) this information will be fully anonymised and used to demonstrate the impact of the programme	6 years after the end of engagement
Financial information <ul style="list-style-type: none"> benefits 	To ensure that correct advice and guidance is offered/signposted to avoid benefits fraud or to maximise benefits access	<i>Legal Obligation 6(1)(c)</i> Fraud Act 2006 Social Security Administration Act 1992 Social Security Administration Act 1992 Tax Credits Act 2002 Theft Act 1968	Will not be shared	6 years after the end of engagement
Educational achievement <ul style="list-style-type: none"> qualifications literacy / numeracy IT ability Training needs 	To establish a baseline for needs assessment and progression monitoring To establish the starting point for evaluation and potential impact on outcomes	<i>Legitimate Interest 6(1)(f)</i>	Will not be shared	6 years after the end of engagement
Personal info – lifestyle <ul style="list-style-type: none"> Housing status Alcohol/drug use Living arrangements Worklessness history 	To establish a baseline for needs assessment and progression monitoring To establish the starting point for	<i>Consent 6(1)(a)</i>	Will not be shared	6 years after the end of engagement or deleted immediately upon

<ul style="list-style-type: none"> Childcare 	evaluation and potential impact on outcomes			withdrawal of consent
Media related <ul style="list-style-type: none"> Case study Image 	To share with funding partners To use for publicity purposes	<i>Consent 6(1)(a)</i>	The Programmes funder (DHL)	2 years from written consent received or deleted immediately upon withdrawal of consent
Outcome information <ul style="list-style-type: none"> Achievements 	To share with the evaluation team (pseudonymised) and funders (anonymised)	<i>Legitimate Interest 6(1)(f)</i>	When share with the programmes funder (DHL) this information will be fully anonymised and used to demonstrate the impact of the programme	6 years for catch22

Where did we get your data from?	<p>All of the information we hold about you comes from you. Additionally, though we may/will hold information that has been gathered from third parties where relevant including: -</p> <ul style="list-style-type: none"> Employers Apprenticeship providers Education providers Training Providers
Who will we share your information with?	<p>We will ask your consent to share information with any third parties and your adviser will explain this to you and ask you to sign a consent form for what you are prepared to share and with whom.</p> <p>We will only disclose information about you to third parties without your consent if we are legally obliged to do so.</p>
How long will we hold on to your information for?	<p>We hold data securely for the set amount of time shown in the table above. Where we hold information required by law or on the basis of legitimate interest then we will default to 6 years unless otherwise required.</p> <p>Where your information is only held on the basis of consent then if you withdraw that consent we will no longer use your information and we will delete it from your record.</p>
What happens if the information	You will need to be specific about why you think the information is wrong and what you think we should do to correct it. If you

in the records is wrong?	can prove the information is incorrect, we will change it. If we cannot amend your record in the way you would like, we will explain the reason for this. You will be able to see a copy of your amended record.
<p>What rights do you have over the information that we hold on your behalf?</p> <p>You have several rights over your data that we are required by law to uphold. You have the following rights:</p>	
<ul style="list-style-type: none"> ▪ The right to access your data: 	You have the right to request a copy of your data provided that your request is not unfounded or excessive. We are required to provide you with this within one month of your request. In order to request your data, please contact dpo@catch-22.org.uk
<ul style="list-style-type: none"> ▪ The right to withdraw your consent from us 	Where we require your consent to process information then you have the right to withdraw that consent at any time. If you are unclear where or when this right applies please contact dpo@catch-22.org.uk for advice.
<ul style="list-style-type: none"> ▪ The right to lodge a complaint with the Information Commissioners Office (ICO) 	You have the right to make a complaint to the Information Commissioners Office (body that regulates Data Protection) if you feel that we have not processed your data correctly and in accordance with relevant law. Please feel free to make us aware of any concerns that you have, we will look to fix any issues quickly and efficiently. Please visit https://ico.org.uk/ or call 0303 123 1113 in order to lodge a complaint with the regulator.

Talk to us

If you have any concerns about the way in which your information is used when working with us, please feel free to contact Catch22's Data Protection Officers on the following email address DPO@catch-22.org.uk