



Privacy Notice for Children and Young People

Who we are

We are Thrive, a charity providing support to individuals who have been affected by domestic abuse.

What's this about?

A new law has been made to keep the information you give us safe – things like you name, your address, date of birth and phone number.

We collect information about you when you access our services and it's our job to tell you why we collect it, where we keep it and what we do with it.

Get in touch

If you want to know more about the information we keep about you, or if you want to raise a question with us then please contact us. If you are under 13 your parent or carer would need to do this. If you are over 13 then you can write to our data protection officer, Lucy. She's contactable at lucyr@thrivewa.org.uk.

We think it would be best if you discussed this with your parent, carer or support worker first, and that you copied them into any emails you send.

What information is collected about me?

Thrive Women's Aid collects and processes a range of information about you. This includes:

Your personal information

We keep your name, address and contact details, including email address and telephone number, date of birth and gender.

Your parent(s) or person with parental responsibility

We keep their name, address, date of birth and contact details. We also make a note of how often you see them.

Your support needs

We keep a copy of the assessment we undertake with you to assess your needs and the reason why you need support. Once we start working with you we keep a record of any contacts and support sessions we've had with you.

Some medical information

We keep a record of any medical or personal issues you have, along with any disabilities that we know about to keep you safe.

Your characteristics

We keep a record of things like the language you speak, where you were born and your ethnicity.

Other people

We keep a record of other people you work with, such as a social worker or health visitor. We also record which school you attend.

Photos, video streaming and CCTV images

Some of our premises have CCTV so this means we record your image when you visit us. We may take a photo of you but this will only be done with your (or your parents) permission. When we deliver support online we may be able to see your image, depending on the platform you use. We will never record or save your image from a virtual support session.

Where do you get this information from?

We get most of this information from you or your parent(s) when you tell us or fill out a form. We also get some information from other people, like individuals who ask us to support you.

Why is information collected about me?

We only collect information about you when we need it to help us to do our job and when the law says that we can. It helps us to:

- Get in touch with you and your parents when we need to
- Try and keep you safe and protect you from harm
- Make sure we are helping you as best as we can be
- To monitor and report on your progress, particular to the people who give us the money to support you
- Make sure that our services are accessible to everyone
- Make sure we are following the law

Who will my information be shared with?

We only share your information when we have your consent, or when the law says that we can or should. We may share information with:

- Other workers in Thrive
- Your family
- Health visitors
- Social workers

- Police
- Other agencies working with you, like your school
- Our funders (but we won't tell them its you the information will be anonymised)
- Video conferencing providers such as Zoom.

Sometimes the law says we have to share information like when we are concerned about your welfare, where a formal court order has been issued or when the Police request information.

Where do you keep my information?

Your information is kept safe and secure. We save records to a computer system which can only be opened by workers and any paper records are locked away.

We have lots of policies and procedures which tell our workers what they can do with your information and how they should keep it safe.

Everyone working for the Thrive Women's Aid is trained to handle your information correctly and protect it.

Where we ask another person to use your information we write to them and make sure that they can keep your information safe.

How long will you keep my information?

We never keep your information for longer than we need to. We usually will keep your information until you are 21 in case you or another agency, like the police need it.

What are my rights?

You and your parents have the right to:

- See the information we have
- Ask us to change incorrect or incomplete information
- Ask us to delete or remove information when it's not needed anymore
- To only use your information in certain ways
- Tell us you don't want us to use your information anymore

If you are worried about any of this information you can speak to your worker or remember you can contact lucy@thirvewa.org.uk.

The people in charge of making sure we follow the law is the Information Commissioners Office. If you aren't happy with how we use your information or our response to you when you've asked us questions about your information then you can contact them either by calling 0303 123 1113 or go online to www.ico.org.uk/concerns.