

Privacy Notice – Youth Services users

This Notice will inform you of how we, One Housing Group Limited (hereafter referred to as One Housing), and our subsidiaries and brands (including TPHA, Citystyle, One Direct Maintenance Limited, One Support, Season and Baycroft) will collect, use, store and share personal information about you and your child.

As a 'data subject' under the General Data Protection Regulation, you are responsible for making sure that all information that you give us is accurate at the time of data collection. In addition to this, you are responsible for informing us of any changes to your or your child's personal data (for example, a change of name or contact details) so that we can maintain accurate records. You can do this by calling or emailing your youth worker.

Information we will collect from you

When you register your child with our Youth Service, we will collect the information listed below:

- your child's name
- your child's age and date of birth
- your child's gender
- the school your child attends
- your name
- your relationship to the child
- your address
- your email address
- whether you are a One Housing tenant
- your telephone number/s
- the name and telephone number of a secondary contact person
- the details of your child's GP practice
- details of any medical condition your child may have
- details of any medication your child may be taking
- your child's special dietary requirements
- details of any allergies your child may have, and
- your child's swimming ability.

If you don't provide us with this information, we may not be able to register your child with our Youth Service

Additionally, we will, with your consent, collect information about your child's racial or ethnic background. If you choose not to provide us with this information, this will have no effect on your application to register your child with our Youth Service. You may withdraw your consent for us to hold this information at any time, by contacting your youth worker. If your

child is 13 years of age or older, they are also able to withdraw their consent for us to hold this information.

How we'll use your information

The table below tells you what One Housing will use your information for, and what our lawful basis for processing this information is.

Types of information	What we will use this for	Our lawful basis for processing
The information you provide us with on registration of your child to our Youth Service.	To offer your child appropriate activities, to track their progress, to enable their development, to contact you about upcoming events and in case of emergencies, and for health and safety and safeguarding purposes.	One Housing processes this information on the basis of a <i>legitimate interest</i> to make sure that suitable activities are provided to your child. In addition, some of these types of information are classified as special category personal information, and One Housing processes these on the condition of the information being used to enable the <i>provision of healthcare</i> .
The information on the racial or ethnic background of your child.	To monitor diversity in our users of the Youth Service.	This type of information is classified as special category personal information. One Housing only collects and processes this information with your <i>explicit consent</i> . You may choose to withdraw this consent at any time.

Who we share your information with

We will share information where necessary with the police or other emergency services, social services, your child's school or GP surgery, and any statutory Youth Service – in particular when a child's wellbeing or safety is at risk. In addition to this, we may be required to support a child at a Children In Need conference, or share information as part of a Child Protection hearing. These interactions are carried out under the Chatham House Rule, whereby the identities of the participants in the meeting are not revealed in any reporting.

One Housing will not carry out automated decision making with your personal information. One Housing will also not transfer your personal information outside of the United Kingdom.

How long we will hold your information for

We will keep your information for as long as your child is registered with our Youth Service, and for one year after. After this time, we will destroy your information.

Know your rights

At any time after we have collected information about you, you have the following rights:

1. You have the right to ask for a copy of the information that we hold about you. If, for any reason, One Housing refuses this request, we will provide you with a reason why.

To submit a request, please fill in the Subject Access Request form on the website, or write to One Housing at the address at the bottom of this Privacy Notice. Please include as much information (for example, subject or date range) about your request as you can so that we can respond as quickly and fully as possible.

2. You have the right to correct information that we hold about you that is inaccurate or incomplete.
3. You have the right, in certain circumstances, to ask us to delete the information we hold about you from our records.
4. You have the right, in certain circumstances, to restrict our use of the information that we hold about you.
5. You have the right, in certain circumstances, to ask us to transfer the information we hold about you to another organisation.
6. You have the right to ask us to not use your information for certain purposes, for example direct marketing.
7. You have the right to ask us not to use automated decision making on your information.

Complaints

If you would like to make a complaint about how your information is being used by One Housing (or the other organisations that we share your data with, as described above), or how your complaint has been handled, you have the right to lodge a complaint directly with the Information Commissioner's Office, or One Housing's Data Protection Officer.

The details for these contacts are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

casework@ico.org.uk
0303 123 1113

Data Protection Officer
Governance Directorate
One Housing Group Limited
100, Chalk Farm Road
London
NW1 8EH

dpo@onehousing.co.uk
020 8821 5100