

Young Women's Trust
Privacy Notice - Work It Out



Under General Data Protection Regulations (GDPR) we need to give you certain information about:

- The type of information we collect about you
- Where/how we store the information
- Why we need the information/how we use it
- Who we share the information with
- How long we keep the information for
- Where we got the information from (if it wasn't directly from you)

Hopefully this Privacy Notice will give you all the information you need but you might also want to look at Young Women's Trust's Privacy Policy which can be found at:

https://www.youngwomenstrust.org/privacy_policy

GDPR rules relate to personal information relating to identifiable, living individuals: that's you!

What information (data) do we collect about you?

When you sign up to use Work It Out you answer questions via a form on our website or you speak to a Young Women's Trust staff member or volunteer either over the phone or sometimes out and about at an event. So the information we use is obtained directly from you in some way.

Occasionally you may have given your information to a support worker or a member of staff at another organisation who passes this information to us – this will only take place if you have agreed with the other organisation that this is what will happen.

We ask for this information so that we can run, develop and evaluate our services for young women.

When you sign up to use our services the information we ask for might include some, or all, of the following:

Type of information	Lawful basis for processing – <i>this means what is the legal reason for us using the information we collect about you - under GDPR there are 6 possible categories & you can find out more on the Information Commissioners Office website if you want to: https://ico.org.uk/</i>	How long do we keep it for?
Name, postcode, contact details such as email or phone number	Legitimate interests: We need this information so that we can provide you with the support that you have requested	Your information will be stored on our Salesforce database or secure SharePoint site. We will aim to keep this for no longer than 18 months

	We also look at where people live across England and Wales so that we know who we are reaching	after our last contact with you. If you sign up for the service but don't use it we will aim to keep your details for no longer than 12 months after our last contact with you.
Age and gender	Legitimate interests: We provide support to women aged 16 to 30 so we need to make sure that you are eligible	As above
Ethnicity and disability	Legitimate interests: This isn't a mandatory question so there is an option to answer "Prefer not to say". But the reason we ask is so that we can see who is using our services and make sure that we are supporting everyone regardless of ethnicity or disability	As above
Employment status and qualifications	Legitimate interests: Whilst the support we offer isn't only for women who aren't in paid employment (or those with few or no qualifications) we want to make sure that the support is accessible to these women. So we use this information to monitor who is using our services and what difference our services make (the impact).	As above
Your CV or job application	Legitimate interests: We ask for this information if you want us to give you feedback on how to improve your CV/job application.	Your CV/job application will be kept for 12 months after we have given you the feedback.
Information on how you are feeling – for example how confident you are	Legitimate interests: We ask you to score yourself on a range of things when you sign up to the service and after it's finished – this is to help us measure the impact that the service has.	Your answers to these questions will be stored on our secure Salesforce database or SharePoint site for up to 3 years.

Whilst you are having coaching we will collect and store some additional information as follows:

Type of information	Lawful basis for processing	Where do we keep the information and for how long?
Recordings of coaching sessions	Legitimate interests: We use this to monitor the quality of our coaches and sometimes to help with training coaches. Also if there are any complaints or safeguarding concerns then we would listen to the recordings.	These will be stored on secure SharePoint site and kept for up to 3 years. For any clients where a safeguarding concern has resulted in action these will be kept for 7 years.
Coaches notes on coaching sessions	Legitimate interests: Coaches need notes so that they can remember what's been discussed in the sessions.	These will be stored on our Salesforce database or secure SharePoint site and kept for up to 3 years. For any clients where a safeguarding concern has resulted in action these will be kept for 7 years.

After you've had coaching or feedback on a job application we will ask you to provide the following information:

Type of information	Lawful basis for processing	How long do we keep it for?
Your feedback on the support you received	Consent: We will send you surveys and we may contact you by phone after you have used our services. It's up to you whether you provide any information. The reason we ask is so that we can measure the impact that our services have, and we hope to make improvements based on things that young women tell us.	These will be stored on our Salesforce database or secure SharePoint site and kept for up to 3 years.

Who do we share information with?

If you are having coaching then we will share your information with the team of sessional coaches employed by Young Women's Trust.

If you are having feedback on a CV/job application then we will share your CV/job application with a volunteer who is experienced in recruitment/HR and works with Young Women's Trust. Before we share your documents they will be anonymised so the volunteer is not given any identifying information.

We may share feedback from young women – for example on our social media platforms or in our reports. This would always be anonymous unless we had your consent to include your name and then it would only be a first name.

If, in the course of receiving support from us, you tell your coach or any of our staff/volunteers that you, or someone else is in danger then we may be obliged to share your

information more widely – for example with the police or social services. We would always try to tell you before we share any information with any external agencies.

If you have told us that you want to stay in touch and hear about other ways to get involved with us we will share your information with the relevant staff in other teams at Young Women's Trust. We will keep your information until you tell us not to. This is what happens if you decide you want to be a Work It Out Ambassador after you've used the service.

What are your rights in respect of your data?

If we rely on your consent to store and use your data you can withdraw this consent at any point. This means that we will delete the information we have about you.

If we collect data because it is in our legitimate interests, you can object to us storing and using the data but this may mean that you won't be able to use our services.

You can make what is known as a 'subject access request' - this means that you can make a request to see all of the data that we hold about you. You can do this by emailing info@youngwomenstrust.org. We won't charge you for doing this.

You can ask us to correct any information we hold that is inaccurate. You can do this by emailing info@youngwomenstrust.org

Who can you complain to?

If you think your data rights have been breached, you can complain to the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.