

Why does Services for Young People keep information about me?

Services for Young People (SfYP) is part of Hertfordshire County Council (HCC). The information we keep helps us to understand your circumstances and provide you with the best support available. HCC has a responsibility to encourage, enable and assist all young people in the county to participate in learning or training under the provisions of Section 68 of Education and Skills Act 2008 as updated by Section 20 of the Children and Families Act 2014.

What data does SfYP hold about me?

- Name, address, date of birth, email, telephone numbers - so we can be sure who you are and keep in touch.
- Gender, ethnic origin, if you have learning difficulty or disability - this is to help us treat everyone fairly.
- Careers you are interested in and your qualifications.
- Schools, colleges, training providers and youth projects you attended and employers you have worked for.
- Notes from contact we have had with you and any issues which you have raised - to help us give you the best support for your future.

What we do with your information?

All the information we keep must follow the rules of the General Data Protection Regulation 2018.

- We must keep your information secure and not let your data be seen or used outside of HCC Children's Services unless there is a legal reason to do so such as to keep you or others safe.
- We have a legal duty to inform the Department of Education about 16 to 18-year olds participation in learning in Hertfordshire.
- All information will be deleted before your 26th birthday.
- We may use this data to compile anonymised statistical analysis and reports to improve the service we offer young people.

Who will SfYP share my data with?

SfYP may share data within HCC's Children's Services.

We can share your information with your agreement – you and your SfYP practitioner can decide who you would like to see or use your personal data. If you feel it would help if some of your data were shared, you will be asked to complete and sign a form. You can change your agreement at any time by contacting us at SfYP@hertfordshire.gov.uk or calling 0300 123 7538. Only in exceptional circumstances may we share your data without your permission, for example, if there is a risk of serious harm to you or another person.

Sharing your contact details with Training Providers

If you are not in employment, education or training SfYP would like to share just your contact details (address, email, telephone numbers) with approved organisations so they can discuss suitable opportunities and support you into employment or learning if that is what you want.

SfYP services and information

We will ask you if you would like to receive information about the services and opportunities that SfYP offers, for example youth work projects and programmes.

What are your rights?

HCC will be the Data Controller for the information that we have about you:

You have the following rights in relation to this data:

- You have the right to be informed about what information we hold about you and how we use it.
- You have the right to request copies of any information HCC holds about you by making a subject access request.
- If information we hold about you is factually inaccurate you have the right to have it corrected.
- You have the right to object to the way we are using your data.
- You have the right to request that your data is deleted. However, we may be unable to delete your data if there is a need for us to keep it. In this case you will receive an explanation of why we need to keep the data.
- You can also request that we stop using your data while we consider a request to have it corrected or deleted. There may be some circumstances in which we are unable to do this however we will provide an explanation if this is the case.
- In certain circumstances you may also request data we hold about you in a format that allows it to be transferred to another organisation.
- In the event that decisions are taken using automated processes you have the right to request that these decisions are reviewed by a member of staff and to challenge these decisions.

If you would like to request copies of your data, request that your data is deleted or have any other queries in relation to data HCC holds about you please contact the Data Protection Team.

Data Protection Team
Hertfordshire County Council
County Hall
Pegs Lane
Hertford
SG13 8DQ
Tel: 01992 588099
Email: data.protection@hertfordshire.co.uk

You can also contact our Data Protection Officer at dataprotection.officer@hertfordshire.gov.uk or in writing to the address above.

If you are unhappy with the way that HCC has used your data or with the way we have responded to a request you also have the right to contact the Information Commissioner's Office www.ico.org.uk.