

Privacy Notice



At Youth Options, we're committed to protecting and respecting your privacy.

We recognise our responsibility to treat your personal information with care and to comply with all relevant legislation, in particular the Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR). This policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to admin@youthoptions.co.uk or by writing to Youth Options, 2 Eastwood Court, Broadwater Road, Romsey, Hampshire, SO51 8JJ. Alternatively, you can telephone 01794 525510.

How do we collect information from you?

We will collect your personal information to, arrange and administer your participation with a project, activity, event or to receive information about Youth Options. We also obtain information about you when you use our website, for example, when you contact us to make a donation, to sign up to NCS or to ask us a question.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, phone number and similar details for you or your child.

Some of the personal information we ask you to provide may be sensitive (special category) as defined in the legislation, such as information about your medical history. This information is used whilst involved or participating with Youth Options. This information will never be sold or shared without your explicit permission.

If you make a donation online your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your personal information to, arrange and administer your participation with a project, activity, event or to receive information about Youth Options, such as:

- provide a service to your child
- process a donation that you have made;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising
- activities, promotions of our trading company goods and services;
- process a grant or job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems to comply with our legal responsibilities or for a maximum of 5 years.

Who has access to your information?

We may share your information with other agencies where it is a legal or contractual requirement or in the interest of safeguarding a child or young person.

We will not sell or rent your information to third parties.
We will not share your information with third parties for marketing purposes.

Your Choices

We are required to have a lawful basis in order to process your personal data.

Youth Options will process personal data under one of the following lawful basis:

1. Contractual
2. With Consent (held for up to 5 years)
3. Legitimate Reason (held for up to 3 years)
4. Legal Requirement

You have a choice about whether you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do for young people. You can select your preferences by ticking the relevant boxes situated on the consent form or website, on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message or post, unless you have given your prior consent, or we hold a legitimate interest. We will not contact you if you have asked us not to, by using the contact details below or visiting our website.

You can change your preferences at any time by contacting us by email: admin@youthoptions.co.uk or telephone on 01794 525510 or visit our website to indicate your preferences – www.youthoptions.co.uk

How you can access and update your information

You have the right to ask for a copy of the information Youth Options holds about you or your child.

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: admin@youthoptions.co.uk or write to us at: Youth Options, 2 Eastwood Court, Broadwater Road, Romsey, Hampshire, SO51 8JJ. Alternatively, you can telephone 01794 525510.

Security Precautions are in place to protect the loss, misuse or alteration of your information.

We never email personal data.

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 Bit encryption on SSL.

Our website has been verified by a trusted third-party authority and it has a valid certificate for the URL; the green padlock indicates that the webpage connection is secure.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'cookies'

Like many other websites, the Youth Options website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, we will request permission and consent from your parent/guardian before processing any personal information.

Retention Period

Your data will not be retained for longer than is necessary and will be managed in accordance with our data retention policy. In most cases the period will be for a maximum of 5 years, unless we are required to retain the data for a longer period due to business, legal or regulatory requirements.

Your Rights

You have the following rights in relation to our processing of your personal data:-

1. The right to be informed about how we use your personal data (This Privacy Notice)
2. The right to see a copy of the personal information we hold about you. (In most cases this will be free of charge)
3. The right to have personal information rectified, if inaccurate or incomplete.
4. The right of erasure of your personal information where there is no compelling reason for its continued processing.
5. The right to restrict processing in certain circumstances, e.g. if its accuracy is being contested.
6. The right to data portability which, subject to certain conditions, allows you to obtain and reuse your personal data across different services.
7. The right to object to certain processing including for the purposes of direct marketing.
8. Rights to information in relation to automated decision making and profiling.

Contact us/Complaints

If you have a complaint about how we use your personal information, please contact us at the address below. You also have the right to lodge a complaint with the Information Commissioner's Office at any time. For further information on this Privacy Notice, to access your personal information or to exercise any of your other rights, please contact The Data Protection Manager, Youth Options.

Email – admin@youthoptions.co.uk / Phone – 01794 525510

Transferring your information outside of Europe

Your data is held on a storage cloud, which may mean that it is stored outside of Europe. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.