



## **MAP Privacy Notice for Young People**

### **What happens to your personal information**

MAP is a charity working across Norfolk. We provide free advice, counselling and youth work for young people aged 11-25. Your privacy is very important to us, and our Privacy Notice for Young People explains why and how we use your personal information, how we keep it confidential, and when we share your information with others.

#### **What information do we collect about you and why?**

We collect personal details and information about you when we first meet you and as we work with you. We do this only to help support you and for no other reason. We store and use the information you choose to give us about yourself and about why you need our help; we don't ask for more information than we need. We need your permission to collect your information. On rare occasions we may have to collect your information without asking for permission. This can happen when someone is at risk of serious harm or if there is a legal duty. If this happens we keep you informed whenever we can.

#### **How do we store your information?**

We store your information on our password protected computer system and in locked filing cabinets.

#### **How do we use your information?**

We use your contact details to keep in touch with you while we are helping you. We use the information you share with us about yourself in order to help you to set and achieve goals.

#### **What information do we share with others and why?**

We sometimes want to share information with others to help support you. We need your permission to do this. When we ask for your permission we explain why we think this would be useful for you. On rare occasions we may have to share your information without asking for permission. This can happen when someone is at risk of serious harm or if there is a legal duty. If this happens we keep you informed whenever we can. We also use your information in reports that we share. When we do this we use your information in a way where you can't be identified at all, e.g. how many people are using our services or what kind of goals young people want to achieve.

#### **How do you access or review your personal information?**

You have a right to request a copy of the information we keep about you. If you would like to do this please get in touch with us. This is usually free. On rare occasions there can be a small charge. We want to make sure your personal information is accurate and up to date. Anything you think is inaccurate you can ask us to correct or remove. If you don't want us to keep your information anymore or want to change or stop who we share information with please get in touch and we can make changes.

#### **How long do we keep your information for?**

For most young people we keep your information for six years. There are some exceptions when we need to keep it for longer – e.g. for care leavers. If you are not sure about how this affects you please get in touch or talk to any member of staff. We will carefully dispose of your information when we no longer need it.

#### **How do you make a complaint, ask for a review or make suggestions?**

If you are not happy about how we are taking care of your information you have the right to complain to us or ask us to review what we are doing. Please ask for a copy of our Complaints and Review Policy from any member of staff or by getting in touch. You can also complain to the Information Commissioner's Office. We keep this MAP Privacy

Notice for Young People up to date, and last reviewed it on 24<sup>th</sup> May 2018. If you have any suggestions for us on how to improve things please get in touch.

**How do you get in touch?**

Contact us by email, phone or write to us. You can also drop-in to our centres in Norwich and Great Yarmouth and speak to someone. Anyone will be able to help or find the best person to help you.

**Email:** [info@map.uk.net](mailto:info@map.uk.net)

**Phone:** 01603 766994

**Address:** Risebrow Centre, Chantry Rd, Norwich, NR2 1RF