



YOUR DATA, YOUR RIGHTS

How Barnardo's processes your data

At Barnardo's, we value your privacy and are committed to keeping your personal information safe. This leaflet is part of our Privacy Notice and explains how we use the personal data you share with us, or the data we receive from third parties. You can find the full Privacy Notice on our website: [barnardos.org.uk](https://www.barnardos.org.uk).

This leaflet explains what data:

keeps about you and/or your family, what Barnardo's does with this data and your rights in relation to it.

The data Barnardo's records about you

Barnardo's holds personal data about you which may include your name, date of birth, email address, telephone number, school or organisation name, address, age, location, sex, gender, religion, language, ethnicity, sexual identity and whether you have a disability. We will also record information about your support needs and the service provided to you, including case reporting, plans and reviews, as well as your contact preferences and consents, if relevant.

We record your data so that we can make sure our services meet your needs.

If Barnardo's uses CCTV to keep children, young people and staff safe we comply with the Information Commissioner's Office CCTV Code of Practice.

What is the source of the data that we record about you?

Why do we keep a record of your data?

We record your data to:

- Help us determine the best way to support you
- Keep track of how we've worked with you
- Assess our success in helping you and report it to the organisations funding our services
- Meet legal or regulatory requirements

We must have a legal reason to store and use your data. When Barnardo's provides you with a service, our legal reason will be legitimate interest or public task, or in some cases, your consent. If we rely on your consent, you have the right to withdraw it at any time. We need your personal information to provide you with our services.

Who might Barnardo's share your data with?

To deliver our services, your data may be shared with:

- Barnardo's staff providing your service and their managers
- Barnardo's research teams to measure and improve our impact
- Internal and external inspectors to ensure we meet quality and legal standards
- Representatives from the commissioner (such as local authorities or health authorities) overseeing the service

We may also need to share your data for legal reasons, such as a court order, or if we believe you or someone else may be at risk of harm.

If we would like to share your data for publicity or research purposes, we will ask for your consent and explain how your data will be used. You can withdraw your consent at any time, and we will delete any data used for publicity where possible.

If we need to share your data with others not listed above, we will notify you and seek your consent unless legally required to share it.

Who is legally responsible for your data?

What happens to your data when Barnardo's has stopped working with you?

Barnardo's will keep your data for a specific period after we finish working with you. This time frame depends on the type of service provided and our legal requirements.

If Barnardo's uses CCTV to keep children, young people and staff safe we comply with the Information Commissioner's Office CCTV Code of Practice.

Your right to receive a copy of your data (Subject Access Request)

You have the right to request a copy of the data Barnardo's holds about you, free of charge. You can ask your worker or make a request verbally or in writing to:

You can also contact the Data Protection Officer (details below). A form is available for your request, which your worker can give you or you can find on the Barnardo's website: [barnardos.org.uk](https://www.barnardos.org.uk).

We aim to provide your data within a month. If there's a delay, we'll explain why. If you have concerns about your record, contact the service manager or the Data Protection Officer. We can correct factual errors (like your date of birth), but we usually won't change records of events. However, your views will be added to the record.

Contact Us

If you would like more information about how your data is handled, to receive a copy of your data or make a complaint about the way Barnardo's is handling your data, please contact;

Or **Data Protection Officer**, at: Barnardo's Head Office, Tanners Lane, Barkingside, Ilford, Essex, IG6 1QG | T: 020 8550 8822 | E: dpo@barnardos.org.uk

If you wish to make a complaint or seek advice from a supervisory authority please contact: **Information Commissioner**, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
T: 01625 545 745 | W: [ico.org.uk](https://www.ico.org.uk)

You can view Barnardo's Privacy Policy in full on the website: [barnardos.org.uk](https://www.barnardos.org.uk)

