

Hello,

This letter is to help you understand what we do with your information – you do not need to reply or do anything with it.

We want to make sure all the details we hold about you are safe and secure. This note tells you how we do that. It also explains how you can ask us any questions and how you can see the information we have.

We have someone to make sure that we are being careful with your information. They can be contacted at dpo@achievingforchildren.org.uk if you have any questions.

1. WHAT DO WE COLLECT ABOUT YOU?

We might collect personal details about you such as:

- your name, email address, where you live and phone number
- your date of birth
- your gender
- your family members and friends (when we need to)
- records of when you contacted us, or we contacted you, or when you asked us to do something
- photos of you
- your hobbies, likes and dislikes, how you feel about things and what makes you happy or sad.

2. SPECIAL INFORMATION

We may also hold and use special information such as

- your ethnicity
- where you or your family members are originally from
- any religious beliefs
- information about your health such as any injuries you have or times you may have been ill.

We will only collect and use this information if we have a really good reason, such as:

- to help you get through a difficult time
- to make sure you are alright if you are worried about something
- if it is in everyone's best interest and we have a lawful reason to use it

- The law allows us to use it
- you have told us you are happy for us to use it.

3. WHERE DO WE GET THIS INFORMATION FROM?

We normally get it from someone who teaches you, cares for you or may be worried about you. This may be your school, a friend, relative or neighbour, the police or your doctor or nurse.

4. HOW DO WE USE YOUR INFORMATION?

It is used to help you and provide you with a service. Sometimes we may not use all the information you give us, but if we didn't have it we might not be able to provide you with the best possible service.

If you change your mind and want us to stop using your information, you can tell us by contacting dpo@achievingforchildren.org.uk

6. WHO ELSE MAY USE YOUR DETAILS?

We may send your details to others to help us run our organisation. These are:

- Anyone you have said we can send your details to
- Government departments such as
 - Department for Education (DfE)
 - Qualifications and Curriculum Authority (QCA)
 - Office for Standards in Education, Children's Services and Skills (Ofsted)
 - Department of Health (DH)
- We may need to pass your information to other groups who help us provide services. We will only do this when
 - we have to because the law tells us to
 - The law allows us to.

When we share your information we make sure they have the same rules to look after your information as we do. We agree this with them before we share your information.

- If we are very worried or think you might be in danger we may need to share your information with the police, or other security organisations to help them help you, or to prevent a crime.

7. ARE YOUR DETAILS SAFE?

We have lots of security measures to make sure your details don't go missing or get used in a way they shouldn't be. We have a great team of people who are trained to handle your details properly.

Sometimes your details may be transferred to and stored in countries outside the UK and the EU. If this happens, we will do everything we can to make sure that your details are used properly and kept safe. If someone else is using your details because we have told them to, we will make sure we put measures in place with them to protect it.

8. HOW LONG DO WE KEEP PERSONAL INFORMATION?

We keep personal information for varying lengths of time. For example, we might have to keep it for a long time for legal reasons, but most of the time, we will keep your details for 7 years after you last get in touch with us.

You can help us to keep the details we hold about you accurate and up-to-date. Make sure you let us know if you change your email address or phone number. You can do this through your school, support worker or anyone from Achieving for Children who is helping you.

9. WHAT CAN YOU ASK US TO DO WITH YOUR INFORMATION?

You can ask us to

- tell you how your details are being used
- give you a copy of all the details we hold on you
- correct the details if they are wrong or out of date
- delete all of the details we hold on you (unless we have a good reason not to)
- stop using your details in a certain way
- send your details to another organisation.

Some of these rights may not always apply. There are sometimes special rules that mean we need to hold on to certain information. **Don't forget** that if you have told us we can use your information in a certain way and you would like us to stop, you can tell us to stop at any time. You can always tell us to stop sending you marketing messages.

More information about these rights can be found online here <https://ico.org.uk/for-the-public/>.

If you have any questions or are unhappy about something, please contact us at dpo@achievingfrochildren.org.uk.

10. WHAT HAPPENS IF WE NEED TO CHANGE THIS NOTICE?

Keep an eye out for changes to this notice online. If we make big changes, the version date at the bottom of the notice will be updated. Of course, where we are required by law, we will ask for your permission before we change the reason for using your details.

11. HOW CAN YOU GET IN TOUCH?

If you have a question or a complaint, you can always get in touch with one of our team by email dpo@achievingforchildren.org.uk

or write to us: Data Protection Officer, Intelligence and Systems Service, 42 York Street, Twickenham.
TW1 3BW