



# Young Person Friendly Privacy Notice

## Who we are and how to get in touch

We are Off The Record (OTR) and we are here to provide emotional wellbeing and mental health support services for young people in South East Hampshire.

We are the data controller; this means we decide how your personal data is processed and for what reasons.

Our contact details are: 138 Purbrook Way, Leigh Park, Hampshire, PO9 3SU. Phone: 02392 474724. Email: [enquiries@otr-south.org.uk](mailto:enquiries@otr-south.org.uk)

If you have any questions about how OTR uses your own personal information, or if you want to ask us a question, then please get in touch. If you are age 13 or older then you can write to our data protection officer by emailing [enquiries@otr-south.org.uk](mailto:enquiries@otr-south.org.uk).

If you are under 13, it might be better if you spoke to your parent/carer and they can contact us on your behalf. You can email us yourself but please make sure you copy them into any emails you send.

We've created this young person friendly version of our Privacy Notice to ensure everyone can understand how we use and store personal information. You can also take a look at our full Client Privacy Notice if you would like to. [Privacy Notice Client August 2022.pdf](#)

## What we mean by personal information

Any information that could identify you (also referred to as 'personal data'). This includes:

Name	Address	Telephone Number
Email Address	Photo or Video	Online ID or Username

As OTR might be providing you with services and support, there are things our staff and volunteers need to know about you. Sometimes, this could be quite sensitive and personal information about what has happened to you, what you are going through, and how you are coping.

There are some types of information we have to be extra careful with. These are known as special category information. This could be information about your:

Health	Support needs	Sex life sexual orientation
Religious or spiritual beliefs	Racial or ethnic origin	Political opinions

## Why we collect your personal information

The main reason we need your personal information is so that we know:

- Who you are
- How we can contact you
- Why you have come to us for help and support and how you are getting on

- What services you are interested in and that the service is suitable for you
- What help you might need from us to take part in our programmes and activities to get the most out of them

To be able to help you, we need some of your personal information. If you don't give us these details, we won't be able to communicate with you, and that means we can't offer you our services or support.

Your information is super important for another reason: it helps us keep you safe and look after your well-being while you're with us. It also lets us tell you about other helpful activities or services we offer that you might enjoy. If we don't have your information, you could easily miss out on these things or not get the right support from us.

### **Where we get your personal information from and what we do with it**

Most of the personal information we get will come from you and/or your parent/carer. Sometimes another organisation that knows you might refer you to us, this means they send us some of your personal information so we can invite you to our programmes and activities. Or another organisation that knows you, like your school or college, might share information with us about you to help us better support you, but they must ask your permission to do this first. We don't buy lists of names from other organisations such as marketing companies.

Here are some examples of when you might give us your information:

- You sign up to take part in a Managing Emotions Course or to attend a Young Carers session (groupwork activities).
- You request 1-2-1 counselling support from us.
- You get in touch with us to help us raise money for us.

Age affects who can agree to us storing and using personal information where we need your specific consent to do this:

- If you are 13 or over, then you can give your own consent
- If you are under 13, there are some reasons that we will have to ask your parent/carer to give their consent

We are really careful with your personal information, and we store it safely. Everyone is trained to know how to keep you safe and that includes keeping your information safe. We don't share your information unless you tell us we can (unless we are really worried about your safety or someone else's safety).

If you've got any questions about where we get your personal information from and what we do with it, a member of staff or volunteer from OTR can discuss all of this with you. We want you to be comfortable with what personal information we collect and why as well as how we keep it safe.

### **How long we keep your personal information for**

We only keep your information for as long as we need it, and then we delete it safely. The maximum we will ever keep your information is 15 years. We use our IT and storage systems to ensure information is kept safely and securely and is deleted when it is no longer needed. You can ask us for a copy of this list if you would like to see it – it's called our Data Retention Schedule.

## Your rights

You have all the same 'rights' regarding your personal information as adults do.

- You have the right to know what's happening with your information
- You have the right to access your information
- You have the right to correct any information about you that is wrong
- You have the right to request your information is deleted
- Your right to tell us to "pause" using your information, we can still store it but won't do anything with it
- You have the right to move your information from one service to another
- You have the right to ask us to stop using your information

## Who can see your personal information

We take the safety of your personal information seriously! We use secure computer systems to make sure everything we hold about you is safe. Only the people who need to see your information are allowed to access it. For example, sensitive records, like your private counselling notes, will only be seen by the counsellor (or people) who are actually providing that service to you. We make sure they aren't available to everyone else.

Where we use services such as cloud storage or computers to keep your information, we make sure that they are safe and that they are following the law.

In a very few, specific cases, the law might force us to share your information with people like the police or the local authority. Please don't worry about this—it's extremely rare, and your counsellor will explain these rules fully in your first session.

Here's a reminder of what our Confidentiality Statement says: *"Off The Record is a private and confidential source of help. This means we would only break confidentiality (share personal information about you with anyone outside Off The Record) if we had reason to believe that you or someone else is at serious risk of harm. We will discuss this with you first unless we believe that to do so could increase the level of risk."*

## What to do if you're not happy about how we've used your personal information

If you have a concern about how we have handled or processed your information, please get in touch with us and let us know that you are unhappy so we can try and put things right. You can email us on [enquiries@otr-south.org.uk](mailto:enquiries@otr-south.org.uk) or phone us on 02392 474724.

If you are not happy with our response, you can contact the [Information Commissions Office](#) (ICO) to make a complaint.

## Reviewing this document

This privacy notice was last reviewed by young people and updated by adults in March 2026, in line with the current laws on Data Protection and GDPR. We aim to review it regularly and involve young people in reviewing it too.