



PLACE2TALK - INFORMATION FOR YOU

This page tells you the most important things about how Place2Be uses your information when you use Place2Talk. It covers the key points in plain language. If you want to read all the details, you can find our full privacy notice at www.place2be.org.uk.

What is Place2Talk?

Place2Talk is a drop-in service where you can book a 15-minute session with a trained counsellor to talk about anything on your mind - friendships, worries, school stuff, or just how you're feeling. You can come by yourself or bring a friend.

Do I need permission to use Place2Talk?

If you're 12 or older and your school has said Place2Talk is available, you can access it yourself. If you're under 12, we'll need your parent or carer's agreement first.

Why do we collect information about you?

We collect your name, date of birth, year group, and basic information about your appointments so we can keep track of who's using the service and make sure we're helping as many young people as possible.

What information do we write down?

We keep a brief record of when you came to Place2Talk and any broad themes you talked about (like "friendship worries" or "exam stress"). We don't write down the details of what you said unless there's a safeguarding concern.

Who will know I used Place2Talk?

We don't automatically tell anyone you've used Place2Talk. What you talk about stays private unless we're worried about your safety or someone else's safety - that's called safeguarding.

What does safeguarding mean?

If we're worried that you or someone else might be in danger, we have to share that information with people who can help keep everyone safe, like school safeguarding staff. We'll try to talk to you about this first.

What happens to my information?



Your information is stored securely on our computer system for six years, then deleted. We use information from all the young people who use Place2Talk to write reports about how helpful the service is, but we never use names - so nobody will know it's about you.

Can my parents find out what I talked about?

We won't routinely tell your parents about your Place2Talk sessions. However, if there's a safeguarding concern, we might need to speak to them. Generally, what you talk about in Place2Talk stays between you and the counsellor.

Can I ask you to delete my information?

You can ask, but we might need to keep some information for legal or safety reasons. Contact your Place2Be counsellor or email privacy@place2be.org.uk to discuss this.

Who else might see my information?

We might share information with:

- Relevant school safeguarding staff, but only if there's a safeguarding concern. Our supervisors (who help counsellors provide the best support)
- Legal authorities if required by law
- Researchers (but with your name removed so they can't identify you)
- Your parents or carers, but only where there is a safeguarding concern

What if I'm not happy with Place2Talk or how my information is used?

Talk to your Place2Be counsellor first. If that doesn't help, email privacy@place2be.org.uk or ask your parents to help you make a complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk.

Want more information?

Read our full privacy notice for all the detailed legal information. Ask your Place2Be counsellor for a copy or visit www.place2be.org.uk.