



Information sheet / Privacy Notice for Young People

Place2Be targeted support

Frequently asked questions by young people

1. *Why do we ask for your agreement to offer our service?*

We have an ethical responsibility to ask for your agreement to provide Place2Be support.

2. *Why do we ask for information about you and your family?*

With your agreement, information from parents, carers and teachers is essential in helping us to find out about and understand you and your family circumstances better. It enables us to gain a good picture of your needs and helps us consider what support may be required for you.

3. *What is Place2Be support?*

We will use the information from parents, carers and teachers, and meet with you to make an assessment of your needs. After these meetings, we will decide what support we can offer to you, or we will discuss other options. This support could include any of the support services listed below, where available. Please note: not all services are available in all locations and the Place2Be Lead in your school / location will inform you about which services are available.

- ***Support for children and young people***

- *One-to-one counselling*

These sessions are offered once a week for about 50 minutes and will be on the same day and at the same time in school / location every week. These sessions give you the opportunity to express your feelings using play and art. One-to-one sessions usually continue for up to 10 weeks, but very occasionally longer, depending on each individual's needs.

- *Journey of Hope*

Journey of Hope is a structured group therapy programme to help young people learn positive coping mechanisms for challenging life circumstances and develop confidence and resilience.

Group sessions run from six to eight weeks and consist ideally of six to eight young people. Each session lasts for 45-60 minutes.

- **Support for parents and carers**

- **Parent Partnership**

The Place2Be Parent Partnership service is a listening, consultation and guidance service offered to parents and carers in Place2Be schools.

With your agreement, we can meet with parents and carers in Parent Partnership meetings before, during and after your Place2Be intervention to review your progress. We are also available to all parents and carers who wish to discuss a particular issue or concern about their child, even if they are not receiving targeted support from Place2Be.

4. Who conducts the Place2Be sessions?

School Project Managers and Place2Be Counsellors¹ are qualified therapists who manage / deliver Place2Be projects in schools / locations.

Group sessions are conducted by the Place2Be School Project Manager or Place2Be Counsellor, together with an assistant facilitator for groups.

One-to-one counselling sessions are conducted by Place2Be Counsellors or, in schools / locations that have a School Project Manager, one-to-one counselling sessions are conducted by a Counsellor on Placement.

Counsellors on Placement are managed and supervised by School Project Managers. Some have already completed their qualification as counsellors, and some are at a stage of their training where they need to have a work placement.

All of our Counsellors are committed to the highest standards of personal, professional and ethical practice. This means they have to keep their skills up to date. All of our Counsellors are offered a thorough programme of Continuous Professional Development training and support through Place2Be as part of their placement.

5. Who will the School Project Manager or Place2Be Counsellor talk to about the sessions?

With your agreement, parents and carers can have the opportunity to meet with the School Project Manager or Place2Be Counsellor before, during and after counselling. Your Counsellor on Placement will share information with the School Project Manager. If you agree, the School Project Manager or Place2Be Counsellor can give parents, carers and teachers some feedback on how you are using the sessions and any general themes arising from them. Place2Be has a responsibility to keep you safe and to follow safeguarding procedures and information sharing as and when required. This may mean sharing any relevant record of the work with designated safeguarding staff as appropriate. The School Project Manager or Place2Be Counsellor may share information and consult with their line manager.

6. Are the sessions recorded?

Some clinicians are required to present an account of the work undertaken as part of their training and / or professional development.

This written, audio or video taped account will remain confidential to the Place2Be supervisor and Learning Provider. This account is used only for learning and development purposes, except as necessary for any safeguarding disclosures. In the case that sessions will be recorded, you will be provided with an additional

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¹ These may be an Assistant School Project Manager or a Mental Health Practitioner

information sheet and permission slip to sign. Recording is never done without prior permission.

7. How can you withdraw your agreement to attend Place2Be sessions?

You can withdraw your agreement at any time by speaking to the Place2Be School Project Manager or Place2Be Counsellor at your school / location, or by sending an email to privacy@place2be.org.uk.

Once we receive your email, we will cease to carry out Place2Be support.

Place2Be's evaluation

8. What is Place2Be's evaluation and why is it important?

Place2Be's evaluation provides an *overall* picture of children and young people we support. Reports are fully anonymised and cannot identify you.

Place2Be collects information to evaluate our effectiveness and learn about how to give the best possible service to children, young people and families. For Place2Be to work well, we need to find out how the support we provide helps children and young people's emotional wellbeing and their learning and academic progress and so we can learn and develop our service.

Every year Place2Be reports on the numbers of children and young people supported through its services, the needs of the children and young people who come to Place2Be and the impact the service has made on their wellbeing and learning. These reports are published on our website: <http://www.place2be.org.uk/impact-evidence/our-impact/>.

Privacy Notice

9. What is the purpose of this Privacy Notice?

The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA) gives you rights over your personal data and require organisations who have your personal data to act in a lawful and transparent way. Place2Be works within the requirements of the UK GDPR to ensure that personal data is lawfully collected, kept securely and only passed to other people or organisations where legally permissible.

This Privacy Notice will inform you of how we collect, process and share your personal data when we offer our counselling and mental health support services to schools and other locations. "Personal data" is any information relating to a living individual (e.g. name, date of birth, contact details and ethnicity).

Place2Be is the controller of your personal data and is responsible for it.

10. What personal data do we collect about you?

Place2Be collects certain types of personal data about you including:

- **personal details:** name, date of birth, gender and ethnicity;
- **contact details:** your email address (in order to contact you about the support we are providing);
- **academic details:** Unique Pupil Number (**UPN**) or Scottish Candidate Number (**SCN**) and year group. The UPN / SCN is a number allocated by the education authorities that identifies each pupil in school. This number remains with you (the pupil) throughout your school career, even if you change school.

UPN / SCNs are designed to track your progress and are part of the procedures used for target setting and monitoring in each school. Collecting your UPN / SCN helps us look in the National Pupil Database to evaluate your progress over time to see how Place2Be helps over the longer term; and

- **mental health:** information about your wellbeing, learning and school attendance. This information allows us to provide a summary of parents' / carers', children and young people's and teachers' views about how young people feel and behave in different situations, how they feel about learning and their attendance at school.

You can see full details of the personal data we collect on our website: <https://www.place2be.org.uk/impact-evidence/how-we-measure-impact.aspx>.

11. How do we collect your personal data?

We will normally collect your personal data directly from you. This will include where you use our services, or when you communicate with us.

We may also collect your personal data from other sources, such as the school or location where you are receiving services, or from other third parties that have referred you to us (e.g. social services). We will always tell you if we receive important information about you from others.

12. For what purposes do we use your personal data?

- **Place2Be support:** we collect and use your personal data for the purposes of allowing us to provide the Place2Be support described in question 3 of this information sheet. We may process your information for safeguarding reasons, which may mean sharing any relevant record of the session with designated safeguarding staff as appropriate;
- **research and statistics:** we use some of your personal data for research and statistical purposes, including as part of Place2Be's evaluation reports. When we use personal data for this purpose (including sharing it with research partners), we ensure that it is pseudonymised (i.e. coded) by removing your name so that you cannot be identified from the data; and
- **equal opportunities:** we collect gender and ethnicity data for the purpose of identifying and keeping under review equality of opportunity, with a view to enabling equality to be promoted or maintained.

13. How long do we keep your information for?

We keep the information for six years and it is then anonymised (which means that any personal data is stripped so that the relevant individual can no longer be identified) or destroyed. Safeguarding records are kept for 10 years. Will the personal data Place2Be collects be shared with anyone?

We may disclose and transfer your personal data to the following third parties for the purposes described in this Privacy Notice:

- Relevant school safeguarding staff, but only if there's a safeguarding concern;
- The service provider that provides our School Services System (SSS) (i.e. the IT platform) on which our information and data is stored;
- Our legal advisers (where necessary in order for us to obtain legal advice);

- Government authorities, law enforcement agencies, and courts (were necessary in order for us to comply with our legal or regulatory obligations);
- Your parents or carers where there is a safeguarding concern or what you are happy with sharing if you have agreed to their involvement.

We require all third parties with whom we share your personal data to respect its security and to treat it in accordance with the law.

To understand how Place2Be compares to other services and to learn how we can improve, Place2Be sometimes shares pseudonymised data with research partners, including universities and their students. It will never be possible to identify you in the data we share with research partners or in any reports that are written by us.

14. How does Place2Be protect and safeguard your personal data?

We care about protecting your personal data, and we are committed to taking all appropriate steps to achieve this. We have implemented policies and systems to ensure that the personal data cannot be accessed by anyone who should not see it, and to protect it against accidental or unlawful loss, misuse alteration or destruction. This includes implementing a range of technical and organisational measures that are consistent with applicable data protection laws, including ensuring that personal data is held in a secure, password protected database. In addition, we limit access to your personal data to those employees, volunteers and other third parties who have a need to see it for the purpose of delivering the service for you. Those individuals will only process your information on our instructions and are subject to a duty of confidentiality.

15. What is our legal basis for collecting personal data about you?

Place2Be can only use your personal data where we have a legal basis to do so under data protection law.

We aim to have a service that any young person in the school / location can access when they are referred. Any young person who has agreed that they wish to come to a Place2Be service can attend. In those circumstances, as we are providing direct counselling / other services to you, your consent is not required by us to record, assess or process your personal data, because we are able to rely on our “legitimate interest” (as our legal basis, as explained below), in line with guidance from the Information Commissioner’s Office (ICO), the UK supervisory body for data protection issues. This approach is also in line with guidance from the British Association of Counselling and Psychotherapy (BACP). Place2Be is an organisational member of the BACP. This means our staff work in line with BACP’s Ethical Framework and Ethical Guidelines, so they will make sure your information is confidential.

When we provide our services to you, we rely on the legal basis, and sensitive personal data processing conditions, specified below to record, assess and process personal data about you:

- **legal basis:** we are able to rely on our legitimate interests (providing you with counselling / other services, conducting research, and ensuring equality of opportunity and treatment) to process your personal data, provided this is not outweighed by your rights and interests; and
- **processing condition:** where we process sensitive personal data (e.g. mental health or ethnicity information) about you, in addition to satisfying a legal basis (as explained above) we also need to satisfy a processing condition (as set out in data protection law) for sensitive personal data. We rely on the following processing conditions to process your sensitive personal data:
 - **health and social care:** where we are providing you with our services, we are able to process

your sensitive personal data on the basis that it is necessary for us to provide our health and social care services;

- **equality monitoring:** we use your sensitive personal data to monitor equality of opportunity of treatment in our counselling services; and
- **research:** we may use some of your personal data for research and statistical purposes (e.g. as part of Place2Be's evaluation reports (see question 8 above)). When we use personal data for this purpose (including sharing it with research partners), we ensure that it is pseudonymised (i.e. coded) by removing your name so that you cannot be identified from the data.

16. Where do we collect, store or process your personal data?

Place2Be does not collect, transfer, store or process your personal data outside the UK. All of our data is stored on secure servers located in the UK and we only use service providers who comply with UK data protection law. Where we do need to transfer or process your personal data outside the UK, we will ensure that we do so in accordance with data protection law, including: (i) by ensuring that the personal data is transferred to a country that offers an adequate level of data protection; or (ii) by using standard contractual clauses approved by the ICO.

17. Can you request for the personal data held about you?

You may ask us to confirm what personal data we hold about you at any time. This is known as a Subject Access Request (please also see question 19 below) and we will ensure all requests are handled in line with the UK GDPR and DPA.

You can make a Subject Access Request by speaking with the Place2Be School Project Manager or Place2Be Counsellor who will ask you to complete a form, or by sending an email to Privacy@place2be.org.uk.

Your parent/ carer can request to see information we hold about you. We will ask you if you are happy for your information to be shared before we share it, unless we think you or anyone else is at risk / if it is in your best interests.

18. Your rights regarding the personal data we hold about you

Under data protection law, you have certain rights in relation to the personal data that we hold about you. These rights include:

- **access:** you have the right to request a copy of the personal data we hold about you, and obtain certain other information about how we process your personal data, this is known as a Subject Access Request;
- **rectification:** you have the right to request that we correct any personal data you believe is inaccurate or incomplete;
- **erasure:** you have the right to request that we erase your personal data, in certain circumstances;
- **restriction:** you have the right to request that we restrict the processing of your personal data, in certain circumstances;
- **objection:** you have the right to object to our processing of your personal data, in certain circumstances; and
- **portability:** you have the right to request that we transfer your personal data to you or a third

party (in certain circumstances), in a commonly used machine-readable format.

You can exercise any of your rights, including making a Subject Access Request by speaking with the Place2Be School Project Manager or Place2Be Counsellor who will ask you to complete a form, or by sending an email to Privacy@place2be.org.uk.

19. What can you do if you are unhappy with our service or if you have questions about how we handle your personal data?

If you are unhappy with any aspect of our **service**, you can make a complaint in writing to the Chief Financial Officer at Enquiries@Place2be.org.uk.

If you have any questions about this **Privacy Notice**, or if you are unhappy with **how your personal data has been handled by us**, you can contact our Data Protection Officer by email to privacy@place2be.org.uk.

You can ask for help from a trusted adult or member of staff if you're unsure how to raise a concern.

If you remain unhappy, you also have the right to complain to the Information Commissioner's Office (ICO). The ICO can be contacted using the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Web: www.ico.org.uk

We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.