

1. Who We Are

FOCUS is a youth charity that works with young people, volunteers, staff, and supporters.

We are committed to protecting your personal information and being clear about how we use it.

If you have any questions about this policy or your data, you can contact us at:
datacontroller@focus-charity.co.uk

2. What Information We Collect

We may collect and store the following types of personal information:

- **Contact details** (e.g. name, address, phone number, email)
- **Personal details** (e.g. date of birth, emergency contacts)
- **Safeguarding information** (e.g. health needs, medical information, additional needs)
- **Participation information** (e.g. attendance, feedback, involvement in activities)
- **Employment or volunteer information** (e.g. applications, references, training records)
- **Financial information** (e.g. donations or payments where relevant)

We only collect information that is necessary to provide our services and keep people safe.

3. Why We Collect Your Information

We use your information to:

- Deliver our programmes and activities
- Keep you safe and support your wellbeing
- Communicate with you about our work
- Manage staff and volunteers
- Meet our legal and safeguarding responsibilities
- Improve our services

4. Lawful Basis for Using Your Data

We process your data in line with UK data protection law. This means we rely on one or more of the following:

- **Consent** – where you have given permission
- **Legal obligation** – where we are required to do so by law
- **Legitimate interests** – to run our organisation effectively
- **Vital interests** – to protect someone's safety or wellbeing

Where we rely on consent, you can withdraw it at any time.

5. How We Keep Your Information Safe

We take appropriate steps to protect your information, including:

- Secure storage of paper and electronic records
- Password-protected systems
- Limiting access to authorised staff and volunteers only

6. How Long We Keep Your Information

We only keep your information for as long as necessary.

This depends on the type of information and our legal responsibilities. For example:

- Safeguarding records may be kept for longer periods
- Staff and volunteer records are kept in line with legal requirements

We regularly review and securely delete data that is no longer needed.

7. Sharing Your Information

We do not share your personal information unless necessary.

We may share information with:

- Safeguarding services (e.g. social care) where there is a concern
- Emergency services (e.g. police or ambulance)
- Partner organisations delivering services with us
- Legal or regulatory bodies where required

We will only share information when it is lawful and appropriate.

8. Your Rights

You have the right to:

- Be informed about how your data is used
- Access the information we hold about you
- Correct inaccurate information
- Request deletion of your data (where appropriate)
- Restrict how your data is used
- Object to certain uses of your data
- Withdraw consent at any time

To exercise your rights, contact us at:

✉ datacontroller@focus-charity.co.uk

9. Safeguarding

In some situations, we may need to share information without consent if there are concerns about someone's safety or wellbeing.

This is part of our safeguarding responsibilities and helps protect children and vulnerable individuals.

10. International Data Transfers

We do not transfer personal data outside the UK unless appropriate safeguards are in place in line with UK data protection law.

11. Complaints

If you are unhappy with how we use your data, please contact us first so we can resolve the issue.

You also have the right to complain to the Information Commissioner's Office (ICO):
<https://ico.org.uk>

12. Updates to This Policy

We review this policy regularly to ensure it remains up to date.

13. Contact

If you have any questions about this policy or your data, please contact:

 datacontroller@focus-charity.co.uk

FOCUS is committed to protecting your personal information and using it responsibly.