

GDPR Policy

Hope in Haringey is a registered charity, we process, gather and store information to support the delivery of our counselling services and mentoring of young people, to recruit staff, volunteers and to raise funds.

We take the collection and storage of your information seriously, so this document tells you more about how and why we collect and store your information, and how you can control the information we hold.

Hope in Haringey is considered a Data Controller and Data Processor, and therefore falls under the obligations of the General Data Protection Regulation (GDPR) and the Data Protection Act.

Hope in Haringey collects and stores personal information in the legitimate interest of achieving our charitable aims to advance the skills, capacities and capabilities of young people in Haringey and its environs to grow as independent, mature and responsible individuals. In most cases we also seek consent from individuals to complement our legitimate interest in holding information.

What information we collect

Young people from the age of 3 to 24 years old

We collect the name, date of birth, ethnic identity and school class of each young person on the Counselling programme and the address, telephone number and email of their Parent/Carer. Also their academic achievement, status and other agencies involved with their case, including their GP.

For Mentoring we collect names, date of birth, gender, ethnicity, email and telephone contact and address of Mentees

We collect this information from primary carers directly, their school or referral partners, or through applications done to join the Mentoring programmes and comments made by volunteers (Mentees).

We collect and record behaviour and health information about young people we work with in order to keep the young people we work with safe. We collect this information from schools or referral partners, primary carers and from volunteers and staff that work with young people directly.

We collect and process information about young people's ethnicity. We also collect and process information about the additional learning needs, Special Educational Needs, English as an Additional Language or general behavioural need, as well as collecting their gender and year group. This information helps us understand those who we are supporting and the impact we are making

on them to address the systemic educational inequalities that are driven by socio-economic dividers. This information also helps us improve the impact we have on the young people we work with.

We make use of the information in an aggregated, anonymised way; this anonymised data is then stored for future use if needed again, research and evaluation. We collect this information from school or referral partners, service users (client if above 18 years) and primary carers.

We store information about the young people we work with in 'personal information records' on our secured IT system and in secured, lockable cupboards in our office.

Data that we hold about educational progress is shared with the young person's school or referral partner, and primary carers, as well as use of it in an anonymised way to evaluate the effectiveness of our Programmes.

We hold information about young people and their primary carers for ever for those under the age of 18 under our Counselling programme and four years for those above 18 years under our Mentoring programmes after which it is retained for research purposes as anonymised data.

In line with best safeguarding practice, we may share information with primary carers, school or referral partners, and other statutory bodies.

Volunteers over the age of 16 years old

We collect the name, address, phone numbers and emails of volunteers. We use this information in order to track and monitor through the recruitment process and sessions attended by volunteers.

We collect, process and store Disclosure and Barring System information of all volunteers, to ensure the safety of the young people we work with.

Information about how DBS process your data and the options available to you when submitting an application can be found at: <https://www.gov.uk/government/publications/dbs-privacy-policies>

By agreeing to our privacy policy you are confirming you have read and understood the DBS Standard/Enhanced Check Privacy Policy.

We collect and process information about our volunteers' ethnicity, age, gender, occupation. We collect this information from individuals directly. This information helps us to monitor diversity within our volunteering community, with the aim of creating a diverse and inclusive organisation that reflects the diverse community of young people that we work with. We make use of the information in an aggregated, anonymised way; this anonymised data is then stored for future research and evaluation.

We store information on the number of volunteering sessions completed and individual performance of volunteers in sessions. This information allows us to assess volunteers against our minimum requirements and provide development opportunities where required. This information is also used to ensure that we can provide accurate references when requested.



We store information of active volunteers for four years after the last volunteering session.

Supporters

We collect supporters' and donors' name, email addresses, addresses and phone numbers, which we gather directly from the individual, through online giving through bank transfer, direct debit or CAF donation and through our website operated by Blaze Communication. Donors have the option to remain anonymous through these online giving platforms, in which case we only receive information on the amount and date of donation.

We collect information to track donations, to communicate about our ongoing achievements and how any donations have been used. We use that information to tell people about opportunities to volunteer and fundraising appeals.

Supporters are contacted through e-newsletters that are created and email lists maintained by the Director and relevant HiT Managers. We store information in our database on Donation Coordinator for up to when the supporters or donors contact us to stop the donation.

Where consent is given to receive the e-newsletter communicating opportunities to support Hope in Haringey, we store information until consent is withdrawn by supporters contacting us.

Staff

We store information about staff on Microsoft 365 and lockable cabinets in our office. We use this information in order to track and monitor through the recruitment process and progression within the organisation.

We collect, process and store Disclosure and Barring System information of all staff, to ensure the safety of the young people we work with.

Information about how DBS process your data and the options available to you when submitting an application can be found at: <https://www.gov.uk/government/publications/dbs-privacy-policies>

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We collect personal information like next of kin and bank details from individuals directly.

We store information of staff members for four years after the date of them leaving the company.

How we store your information



We promise to keep your information safe and secure. Information collected by our Counsellors for our Counselling Programme is stored on each Service User's file (Child or Young Person) in a secured and lockable cabinet provided by the school until the end of term and then the information is moved safely and securely in files by Individual Counsellor to the Hope in Haringey (HiT) office and received directly and personally by the Counselling Manager.

The files are put away and locked immediately in a secured cupboard in the office.

Information that we collect for our other Programmes is stored securely in individual files in a secured lockable cabinet in our office. Information is also stored on our Cloud based filing system, Microsoft 365 and used on staff computers. These computers are protected by ESET UK Anti-Virus software.

We avoid keeping paper copies of sensitive information in all possible instances. In the case of our Mentoring and Engagement Programmes, we need to print out the information needed about the young people attending at the beginning of each session, and then we shred the paper copies at the end of each session.

How long we store your information for

Personal information stored online will not be kept any longer than it is necessary for the purpose for which the personal data is processed. Our exception to this is where the personal data needs to be kept for archiving purposes in the matter of historical case data, evidence that may be needed for legal reasons and employment law requiring us to keep personal data about employees for a defined period.. We will be guided by data retention guidelines as per GDPR regulations to establish the time periods that are suitable on a case by case basis.

How we collect information online

We collect analytical data from Google and our website, along with Twitter, Facebook and Instagram. This information helps us communicate more effectively with supporters about how we are making a difference in young peoples' development as independent and responsible individuals.

Our website, www.hopeinHaringey.org, operates Cookies. Cookies are small amounts of data generated by a website and saved by your web browser. Cookies remember information about you, in order to make your online experience smoother. You can change the way Cookies work on your computer through your Settings.

Who we share your information with

We will never sell your information.

We have contractual partners that we do share information with.

1. Schools who refer young people to our Schools Counselling Programme. We will also share information that keeps young people safe as part of our Safeguarding duties with the statutory authorities as needed.
2. Organisations involved in our Mentoring Programme. We have a contractual partnership with companies that are part of our Mentoring Programme. The organisation shares information with us with individuals' consent. We share information about attendance and observable behaviour to the organisation; as well as sharing any information that ensures we keep the young people we work with safe.

We share information only when there has been consent. We might share information without consent if there is reason for concern for the individual or the safety of a young person when it comes to our Counselling Programme; in which case we might contact a statutory body or our contractual partner (Schools).

How you can see the information we store

Hope in Haringey will provide you with an easy to read print out of information we hold about you. You can request that information by writing to counselling@hopeinHaringey.com or mentoring@hopeinHaringey.com. We aim to provide that information within two weeks.

How you can request to be erased

We generally hold information for four years for anyone above the age of 18 years. Any information held beyond this time is held because of a legitimate interest for example, for evaluation purposes where data is anonymised and can be held for 8 years, the need to hold Gift Aid information for seven years.

Anonymised information will be kept beyond four years in order to undertaken research and evaluate the ongoing and longer term success of the Mentoring and Engagement Programmes.

Your data will be removed from our online database and or any paper records shredded, when requested or after a lapse of the above timeframe. The Data Protection Officer is responsible for maintaining records.

You can request that your information is erased by writing to counselling@hopeinHaringey.com or mentoring@hopeinHaringey.com

How to complain about the way we handle your information

If you would like to make a complaint about the way we have handled your information you can make that directly to us by writing to director@hopeinHaringey.com or calling and asking to be put in contact with our Director or Chair of Trustees, on 0208809 3411.



You can also make a complaint directly to the Information Commissioners Office
<https://ico.org.uk/concerns/>

Reviewed: February 2025
Next review: February 2026

Reviewed by: Omar Alleyne-Lawler, Communications and Police Engagement Manager