

Data Protection information

(Privacy Notice)

What does Catch22 do?

Catch22 is a social business, a not for profit business with a social mission. For over 200 years we have designed and delivered services that build resilience and aspiration in people and communities. Our 1600 colleagues work at every stage of the social welfare cycle, supporting 30,000 individuals from cradle to career. Today we deliver alternative education, apprenticeships and employability programmes, justice and rehabilitation services (in 22 prisons and in the community), gang's intervention work, emotional wellbeing and substance misuse and children's social care programmes and mediation.

<p>What does this service do?</p>	<p><i>The Catch22 Suffolk Reparation and Unpaid Work Service works with 10-18 year olds completing court ordered reparation and unpaid work hours, either indirectly in the community, or direct with the victim.</i></p> <p><i>By working in partnership with a wide variety of community based organisations and local authorities, we are able to provide and support young people to undertake a wide range of community based placements, as well as providing information about their options regarding further education, work or training. Our Passport for Independence (P4I) service acts as a gateway qualification / SCC quality assured accreditation.</i></p>
<p>What data/information do we collect</p>	<p><i>Below is a list of the data that we will or may process during the course of our contact with you and the lawful basis that applies to each processing activity:</i></p> <p><i>As part of the requirements of your court order, your Youth Offending Case Worker will send us the following information about you:</i></p> <ul style="list-style-type: none"> • <i>Full name</i> • <i>Age</i>

- *Address*
- *Contact details*
- *The background to your situation and any issues that Catch22 needs to be aware of (accessibility issues, health and safety concerns etc.)*
- *Your offence history and details about your involvement in the criminal justice system*
- *Any history of involvement you may have had with Children’s Social Care, and any other agencies you have received support from (if this information is known to your Youth Offending Case Worker)*
- *We may also collect information for monitoring purposes such as your age, gender, sexuality, ethnicity, religion, disabilities, health issues. This information is stored and used anonymously.*
- *We will share information relating to your attendance and engagement at all sessions with us on “CareWorks”, Suffolk Youth Offending Teams database, and discuss this with your Case Worker throughout the time we are working together.*
- *We require emergency contact details and medical information of all young people, so that we know who to contact in an emergency and what medical information to share with medical professionals in the case of a medical emergency.*
- *When completing an initial assessment, if under 16, a parent/carer would need to be present.*

	<ul style="list-style-type: none"> • <i>If we support you to gain a P4I which is a gateway accredited qualification, the awarding body requires us to collect and send them the following information in order to send us your certificate:</i> • <i>Your name</i> • <i>Your date of birth</i> • <i>Your ethnicity</i> • <i>Your gender</i> • <i>The area you live in</i>
<p>Why do we require your information?</p>	<p><u>Reparation & UPW referrals</u></p> <p><i>As the Suffolk Reparation & Unpaid Work Service delivers a range of activities where physical work is undertaken in the community, from time to time there is the possibility of injuries occurring. We need to have appropriate contact details of all participants, as well as parents/guardian contacts too in case parental contact is needed due to injury or illness of the participant.</i></p> <p>Reparation Referrals</p> <p><i>In order to support a YP completing their reparation hours in the best way possible, it is essential that we understand the referrer's concerns, any risks, offence details and have some background about your situation, so that we can ascertain the best way of working with you and what activities we provide.</i></p> <p><i>There are also Health & Safety implications to our staff visiting people in their homes and working together in the community,</i></p>

	<p><i>so we ask referrers for any specific, relevant information that helps us to keep you and Catch22 staff safe.</i></p> <p>Monitoring:</p> <p><i>Monitoring information is an important part of making sure we do not discriminate about how we deliver our services, as well as for training purposes when taking on new staff to show who we work with and how we help them.</i></p> <p>Evaluation & Feedback:</p> <p><i>For us to continue offering successful and effective support services, it is vital that we collect and learn from the feedback our service users, partners and referrers share with us.</i></p> <p><i>The feedback also helps us to show other people what our service users say about us (which we share anonymously).</i></p>
<p>Where did we get your data from?</p>	<p><i>The data we collect comes from you and from the Youth Offending Service, who are referring you to us. They are required by your court order to pass on that information and for us to contact you, so that we can make sure you complete your court ordered Reparation/Unpaid Work hours within the timescales specified by the court.</i></p> <p><i>*During the period of social distancing, verbal consent will be accepted but will be reviewed for signing once the national situation allows</i></p>

<p>Who will we share your information with?</p>	<p>Referrers: We will provide your Youth Offending Worker who referred the case to us with updates about how your Reparation/Unpaid Work is going.</p> <p>Other agencies: We will ask you for your consent to share your information with relevant agencies if we think it might be helpful to you.</p> <p>When it's required by law or for the purposes of safeguarding you or others:</p> <ul style="list-style-type: none"> • Where you disclose information that poses a risk to yourself or others • In the interests of safeguarding children or vulnerable adults • Pursuant of the Terrorism Act 2000 • Where it is required for the purposes of crime prevention or detection <p>This information will be shared in compliance with legal obligation(s) and/or for your/others vital interests. Normally we will tell you if we want to share your information for these purposes but there may be circumstances where this is not possible if it's not safe or appropriate to do so.</p>
<p>How will your data be looked after and how long will we hold on to your information for?</p>	<p>All the information and data mentioned above is stored on the protected Catch22 Suffolk Reparation & UPW secure cloud server, Suffolk County Councils secure drive, and on Suffolk Youth Offending Teams "CareWorks" secure database.</p> <p>Information sent between agencies is via secure email, with documents being encrypted with agreed passwords, and any other information being anonymised to ensure the information</p>

	<p><i>is not identifiable to you other than with the people working with you and whom the information is intended for.</i></p> <p><i>We will store your data for up to 3 years after we have stopped working with you. After this time, the data and information held about you will be securely erased from our server.</i></p>
<p>What happens if the information in the records is wrong?</p>	<p><i>You will need to be specific about why you think the information is wrong and what you think we should do to correct it. If you can prove the information is incorrect, we will change it. If we cannot amend your record in the way you would like, we will explain the reason for this. You will be able to see a copy of your amended record.</i></p>
<p><i>What rights do you have over the information that we hold on your behalf?</i></p> <p><i>You have several rights over your data that we are required by law to uphold. You have the following rights:</i></p>	
<ul style="list-style-type: none"> ▪ The right to access your data: 	<ul style="list-style-type: none"> ▪ <i>You have the right to request a copy of your data provided that your request is not unfounded or excessive. We are required to provide you with this within one month of your request. In order to request your data, please contact your Catch22 worker or DPO@catch-22.org.uk</i>
<ul style="list-style-type: none"> ▪ The right to withdraw your consent from us 	<ul style="list-style-type: none"> ▪ <i>This right will only apply to the sharing of your information with other agencies you have consented to.</i> ▪ <i>Please contact your Catch22 Reparation & UPW worker or DPO@catch-22.org.uk</i>

<ul style="list-style-type: none">▪ The right to lodge a complaint with the Information Commissioners Office (ICO)	<ul style="list-style-type: none">▪ <i>You have the right to make a complaint to the Information Commissioners Office (body that regulates Data Protection) if you feel that we have not processed your data correctly and in accordance with relevant law. Please feel free to make us aware of any concerns that you have, we will look to fix any issues quickly and efficiently.</i>▪ <i>Please visit https://ico.org.uk/ or call 0303 123 1113 in order to lodge a complaint with the regulator.</i>
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Talk to us

If you have any concerns about the way in which your information is used when working with us, please feel free to contact your Catch22 worker about this, or Catch22's Data Protection Officers on the following email address DPO@catch-22.org.uk.