

## Privacy policy – Child and Young person

### Introduction

#### What do Recolo do?

Recolo UK Ltd is a private, specialist psychology practice. We work with children, young people and their families after a brain injury has happened, to help people better understand how they think, feel and behave.

#### What type of information do we collect?

As an essential part of our work, we collect some of your personal information, for example, your name, address, your school, and other details. We understand that you share very personal and at times, highly sensitive information with us when we work with you, and so we know, that it's really important for that information to be kept very safe. We understand that this relates only to your family situation.

#### How do we collect your information?

This includes your name, home address, email address, telephone and other contact numbers and school information. We collect this in a number of different ways. For example, this data may be given to us directly online or over the telephone, or when corresponding with us by letter.

We also process sensitive classes of information that includes:

- Physical or mental health details

We will always ask for your permission (or your parents) if we need to record any of your sensitive personal data on our systems.

#### Why do we need to collect this information?

We need to collect information so that we can:

- Work with you to give psychology therapy that we have been instructed to provide
- Grow our business and send information about what we do, to people who ask for it
- Employ new staff

- Pay bills and invoice for work we have done
- Handle any complaints
- Make sure that we carry out our legal and other regulatory obligations
- Track use of our website

## **How do we keep your information safe?**

At Recolo, we take our data security responsibilities very seriously and we are registered with the Information Commissioners Office (ICO) for both controlling and processing data. Our registrations number is Z2842947. We follow the UK data protection rules and laws.

All our information is stored very safely and we have strict rules around the technical systems we use, how it is accessed and by whom. We make sure that your personal information is held in a place that is not accessible by the public, and we have rules to guard against improper use and accidental loss of data. This includes rules for all our staff with access to the IT servers or databases that hold your personal information. At Recolo we want you to be able to trust that we are looking after your data in the right way.

## **Can I see the information about me that you keep?**

We have written this privacy notice which describes the ways in which we collect, manage, process, store and share information about you as a result of you visiting this site. The privacy notice also provides you with information about how you can have control over the use of your data.

Under the *General Data Protection Regulations* (May 2018), you can ask to look at, change or delete personal information that we have on you. You can do this by sending an email to the Data Controller at [care@recolo.co.uk](mailto:care@recolo.co.uk).

If you have any comments or queries regarding our use of your data, please contact us at [care@recolo.co.uk](mailto:care@recolo.co.uk) . Alternatively, you can write to us at Recolo UK Ltd, FAO: Registered Data Controller, 10 Harley Street, London, W1G 9PF

## How Will We Use the Information?

We have put together a full list of how we will use all the personal information that we collect. This can be found in the adult/parent version of this policy. In this version, we've included just the items that apply to you:

Why is the (data) held by Recolo?	Details of the specific data Recolo holds. What is Recolo using the information for?			
	Data type	Why is it being used?	Provision of consent	Who else will see the information?
Complaints	Contact name, email address, organisation	To obey the law	To process and respond to complaints.	none
Special category data	Name, address, personal health details	To ask you to agree to share your information with us, before we start work with you in a legal case	Consent form signed by you or your parent. You have a medico-legal claim	Commissioning solicitor, case manager and MDT

## Your Rights

Under the terms of data protection legislation, you have the following rights as a result of using this website:

- Right to Be Informed

This privacy notice fulfils our obligation to tell you about the ways in which we use your information as a result of you using this website.

- Right to Access

You have the right to ask us for a copy of any personal data that we hold about you. This is known as a "Subject Access Request". We will send you a copy of the information within 30 days of your request and there is no cost.

To make Subject Access Request, please write to us at Recolo UK Ltd, FAO: Registered Data Controller, 10 Harley Street, London, W1G 9PF

- Right to Rectification

If any of the information that we hold about you needs to be corrected, please contact us in the following ways:

- a) Email [care@recolo.co.uk](mailto:care@recolo.co.uk)
- b) you can write to us at Recolo UK Ltd, FAO: Registered Data Controller, 10 Harley Street, London, W1G 9PF

- Right to Be Forgotten

From 25 May 2018, you can ask that we erase all personal information that we hold about you. Where it is appropriate that we comply, your request will be fully actioned within 30 days. For further information, please write to us at Recolo UK Ltd, FAO: Registered Data Controller, 10 Harley Street, London, W1G 9PF or [care@recolo.co.uk](mailto:care@recolo.co.uk)

- Right to Object

You have the right to object to:

You have the right to ask for us to stop using your data at any time, if the only reason we can use your data is because you have given us consent. However, we can continue to use your data for any purpose if the law gives us permission.

- Right to Restrict Processing

If you wish us to use your data in only a certain way, please write to us at Recolo UK Ltd, FAO: Registered Data Controller, 10 Harley Street, London, W1G 9PF, so that we can then let you know if this is possible.

If you would like to move, copy or transfer the electronic personal data that we hold about you to another organisation, please write to us at Recolo UK Ltd, FAO: Registered Data Controller, 10 Harley Street, London, W1G 9PF

- Rights Related to Automated Decision-Making

This is not something that Recolo does but if you have any questions about this, please write to us at Recolo UK Ltd, FAO: Registered Data Controller, 10 Harley Street, London, W1G 9PF

- Is the Processing of Information Likely to Cause Individuals to Object or Complain?

Recolo UK Ltd is not aware of any justifiable reasons that would constitute a legitimate reason for objecting or complaining about the way we process or control information.

- How Long Will We Keep Information For?

Recolo UK Ltd will usually keep information for a period of seven years but where the individual is too young to make a decision, British Psychological Society guidelines advise twenty years.

- Overseas Transfers

None of the information that we collect goes outside of the UK or EU.

## Data Privacy and Security

At Recolo UK Ltd, we ensure that the systems that hold and protect our data fit for purpose in line with our data protection obligations, as well as our commitment to working well with our clients. Where any concerns, risks or issues are identified we will conduct relevant impact assessments in order to determine any mitigating actions that are necessary.

We work together with our IT infrastructure partner, our associates and staff to ensure that our systems best protect the availability, confidentiality and integrity of all our physical and digital information assets. This helps us to:

- Protect against potential breaches of confidentiality;
- Ensure all IT equipment is protected against damage, loss or misuse;
- Increase awareness and understanding of the requirements of information security, and the responsibility of our colleagues to protect the confidentiality and integrity of the information that they handle; and
- Ensure the optimum security of our website.

## Cookies

When you visit this website, cookies will be used to collect information about you such as your Internet Protocol (IP) address which connects your computer or mobile device to the Internet, and information about your visit such as the pages you viewed or searched for, pages response times, download errors etc. We do this so that we can measure our website's performance and make improvements in the future. Cookies are also used to enhance this website's functionality and personalisation, which includes sharing data with third party organisations. You can control this by adjusting your cookies settings.



## **General**

Questions, complaints and comments regarding this Privacy Notice are welcomed, and should be sent to Recolo UK Ltd, FAO: Registered Data Controller, 10 Harley Street, London, W1G 9PF. Alternatively, you can email [care@recolo.co.uk](mailto:care@recolo.co.uk)

Alternatively, you have the right to lodge a complaint with the Information Commissioner's Office who may be contacted at Wycliffe House, Water Lane, Wilmslow SK9 5AF or <https://ico.org.uk>.