

Engage Youth Empowerment Services (EYES) customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Email

contact@eyes2success.com

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Health information (including dietary requirements, allergies and health conditions)
- Photographs or video recordings
- Records of meetings and decisions
- Identification documents

We also collect or use the following information to **provide services and goods, including delivery**:

- Racial or ethnic origin
- Health information

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Location data
- Records of consent, where appropriate

We also collect or use the following information for **service updates or marketing purposes**:

- Racial or ethnic origin

We collect or use the following information for **recruitment purposes**:

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth
- Copies of passports or other photo ID
- Employment history (e.g. job application, employment references or secondary employment)
- Education history (e.g. qualifications)
- Right to work information
- Details of any criminal convictions (e.g. Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We also collect or use the following information for **recruitment purposes**:

- Racial or ethnic origin
- Sexual orientation information

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legal obligation
- Vital interests
- Public task

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent
- Contract
- Legal obligation

- Public task

Where we get personal information from

- People directly
- Schools, colleges, universities or other education organisations
- Councils and other public sector organisations
- Previous employers

How long we keep information

Data Retention

Client data will be retained for a period of 2 years after the clients last contact. After the retention period expires, data will be permanently deleted using Google's secure deletion procedures.

Clients can request early deletion of their data by contacting EYES.

Any deletion will first be subject to compliance with relevant laws & regulations.

Deletion:

After the retention period expires, data will be permanently deleted using Google's secure deletion procedures.

Review and Audit

This policy will be reviewed periodically (at least annually) to reflect changes in regulations, business needs, and Google Cloud Platform (GCP) functionalities. Regular audits will be conducted to verify adherence to the policy.

Who we share information with

Data processors

Angela Samuels

This data processor does the following activities for us: Manage EYES IT systems and store records

Other organisations

- Organisations we need to share information with for safeguarding reasons
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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25 April 2024