



Our Time Youth Agency C.I.C  
Companies house no: 12482799

## **Privacy Notice**

### **How we use your information**

This privacy notice tells you what to expect when Our Time Youth Agency collects personal information. It applies to information we collect about:

- people who use our services, e.g. who subscribe to our newsletter or request a publication from us
- visitors to our website
- job applicants and our current and former employees
- complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry.

### **People who use Our Time Youth Agency Services**

Our Time Youth Agency offers various services to the public.

There are several services and channels that we use that collect personal information that we will hold on file. An example of these are:

- using the 'Contact Us' page on the Our Time Youth Agency website
- subscribing to our VIYP newsletter
- filling in an Our Time Youth Agency online survey
- booking onto an Our Time Youth Agency event, workshop or project
- making an enquiry about Our Time Youth Agency training or work experience
- entering an Our Time Youth Agency Competition/ Fundraising event.

We must hold the details of the people who have requested the service to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes (unless we advise otherwise at the time of collecting the information).



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For example, we might use information about people who have requested a publication to carry out a survey to find out if they are happy with the level of service they received. Or we may contact people about other services offered by Our Time Youth Agency or partner organisations that we think they might be interested in.

When people subscribe to our newsletters, they can cancel their subscription at any time and are given an easy way of doing this.

### Visitors to our website

When someone visits our website, we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the Our Time Youth Agency's website. We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our website.

We use Google Analytics to help analyse use of our website. This analytical tool uses 'cookies', which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the website (including your IP address) is transmitted to Google. This information is then used to evaluate visitors' use of the website and to compile statistical reports on website activity for Our Time Youth Agency. To find out more about cookies, including how to control and delete them, visit [www.aboutcookies.org/](http://www.aboutcookies.org/).

Our Time Youth Agency will not (and will not allow any third party) to use the statistical analytics tool to track or to collect any personally identifiable information of visitors to our site. We will not associate any data gathered from this site with any personally identifying information from any source as part of our use of the Google statistical analytics tool. Google will not associate your IP address with any other data held by Google. Neither Our Time Youth Agency nor Google will link, or seek to link, an IP address with the identity of a computer user.

If we do want to collect personally identifiable information through our website, we will be upfront about this. We will make it clear when we collect personal information and will explain what we intend to do with it.



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### People who make a complaint to us

When we receive a complaint, we make up a file containing the details of the complaint. This will contain the identity of the complainant and any other individuals involved in the complaint (we are unable to deal with a totally anonymous complaint).

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually must disclose the complainant's identity to whoever the complaint is about (if it's about an individual). This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

### Job applicants, current and former Our Time Youth Agency employees

When individuals apply to work at Our Time Youth Agency, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Disclosure & Barring Service (DBS) enhanced check, we will not do so without informing them beforehand unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held and we retain de-personalised statistical information about applicants to help inform our recruitment activities.

Once a person has taken up employment with Our Time Youth Agency, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with Our Time Youth Agency has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.



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### Access to personal information

Our Time Youth Agency tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 2010. If we do hold information about you, we will:

- give you a description of it.
- tell you why we are holding it.
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to Our Time Youth Agency for any personal information we may hold you need to put the request in writing addressing it to our Communications Team, at the address provided below. If we do hold information about you, you can ask us to correct any mistakes.

### Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### Changes to this privacy notice

We keep our privacy notice under regular review, and we will place any updates on this webpage. This privacy policy was last updated on 1<sup>st</sup> August 2021.

### Complaints or queries

Our Time Youth Agency tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate according to our complaint's procedure. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Our Time Youth Agency collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to [info@ourtimeyouthagency](mailto:info@ourtimeyouthagency)