




# Raise the Youth Foundation Website Privacy Policy

<b>Version:</b>	V1 – May 2021
<b>Last updated:</b>	May 2021
<b>Next review:</b>	May 2023 (or following change in legislation)
<b>Signed</b>	
<b>Lead</b>	Carol Morris

## **Our Vision**

Raise the Youth Foundation is a not-for-profit Social Enterprise, set up to successfully engage the 'hard to reach' young people of Greater Manchester and beyond. We will provide the services, support and opportunities that create better life chances and enable young people to become adult citizens, who positively participate and contribute to their communities.

## **Core Values**

We care about people, families, carers, neighbourhoods, and the environment. We want to inspire people, partnerships, and industry to invest in us and, in turn, help us to create a bright future for young people in Greater Manchester and beyond. Our Social Enterprise is devoted to making a positive impact within the community. We are determined to become sustainable and produce quality outcomes for young people and the community. We are committed to providing our unique and inclusive holistic services and programmes; enabling young people to be healthy, stay safe, enjoy, and achieve, make a positive contribution to their families, their community and accomplish economic wellbeing.

## **Ethos**

At Raise the Youth Foundation we are committed to actively promoting the welfare and wellbeing of children and young people, vulnerable adults, families, and the community. We ensure we safely recruit, support, supervise, and develop adult professionals and volunteers to provide safe professional services for children, young people, families, and community.

Raise aims to create and maintain a safe environment where all children and young people and adults feel safe, secure and valued and know they will be listened to and taken seriously. Raise is committed to the principles outlined in 'Working Together to Safeguard Children and young people 2018' and implements policies, practices and procedures which promote safeguarding and the emotional and physical well-being of children & young people, other vulnerable people, and staff.

Raise is committed to supporting the delivery of effective early help using The Multi-Agency Levels of Need and Response Framework. The children and young people have access to appropriate education and recreational activities and opportunities, including emotional health and well-being, to support the development of the skills needed to help them stay safe and healthy, develop their self-esteem and understand the responsibilities of adult life, particularly in regard to child care, parenting skills, family life, and citizenship. We provide a multidisciplinary team of caring, skilled, and attuned available adult professionals to be there for children and young people and their families. A place of safety and security, warmth and nurturing, and approachability to access a skilled response in their time of need of support, comfort and reassurance, and protection.

## **Welcome to Raise the Youth Foundation CIC's Website Privacy Policy!**

Raise the Youth Foundation CIC (hereafter referred to as the "company", "Raise the Youth Foundation", "RTY", "we", "us", and "our") provide the website: [www.raisetheyouth.co.uk](http://www.raisetheyouth.co.uk)  
Raise the Youth Foundation CIC is a Community Interest Company (company number: 075839861; registered address at 54-56 Holmeswood Road, Great Lever, Bolton, Greater Manchester. BL3 3HS

We respect your privacy and recognise the importance of your personal information. We are committed to protecting your information through our compliance with this Privacy Policy. This Privacy Policy applies to your use of [www.raisetheyouth.co.uk](http://www.raisetheyouth.co.uk) (the "Website"). It tells you (the site visitor) what to expect when we collect personally identifiable information about you, and what your rights are concerning the collection of your information. It is provided in accordance with the UK General Data Protection Regulation (UK GDPR) tailored by the UK Data Protection Act 2018

We do not collect any personally identifiable information about you unless it is in response to you using our Website or actively subscribing to our newsletter and/or requesting further information regarding our services.

### **1. What information we collect**

#### 1.1. Registering with Raise the Youth Foundation CIC.

When you register on the Raise the Youth Foundation CIC Website, we and third parties working with us will collect the following information:

- Name, email address, age (required).
- Home address, date of birth, telephone number.
- Data relating to your use of our Website.
- Information provided by you when you correspond with us.

#### 1.2. Accessing the Website

When you access the Website, we may use cookies to track, collect, and aggregate information about your use of the Website, including pages you have visited, the specific URLs that brought you to our Website, and links embedded on our Website that you have accessed. This information may include IP addresses, and any information collected by cookies. This may also include information such as the time and length of visits to certain pages on our website and page interaction information. For more information on our use of cookies, please refer to the Cookies section below.

### **2. How we use your information**

2.1. In providing our online Services, we and third parties we work with will collect, store, and use your personal information for the following purposes:

2.1.1. To send you email notifications and updates about our services;

2.1.2. To contact you occasionally to invite you to share your opinions of and experiences with Raise the Youth Foundation CIC, and to publish anonymous testimonials of our Service on our Website or on other media channels;

2.1.3. For marketing purposes, where you provide us with your consent to receive marketing

communications, which may include email and/or telephone communications with information, news, and services on our Website and third party offers;

2.1.4. To use your information in an aggregated format to identify trends on our website and trends in our website visitation. We may use this information in an aggregated and anonymous format and may share this information with third parties;

2.2. We use cookies to collect information relating to your use of the Website to enable, maintain and improve the functioning of our Website and the quality of our services. For more information, please see the Cookies section below.

### **3. Whom we may share your information with**

3.1. For the above purposes, we may share your information with the following third parties. Please note that any third parties' use of your personal data will be governed by their own privacy policies and give rise to separate obligations under applicable data protection laws. We suggest that you carefully review any third-party privacy policies that may apply to you.

3.2. Third parties that may receive your information include:

3.2.1. Mailchimp, which allows us to send personalised email communications to you if you have opted into such communications.

3.2.2. Our file storage and management service providers;

3.2.3. Partner companies who provide employment-support services and work mentoring;

3.2.7. Any entity to which we are under a duty to disclose or share your information in order to comply with any legal obligation, or in order to enforce or apply our Terms and other legal requirements; or to protect our rights, property, or safety, our users, or others. This includes exchanging information with other companies and organisations for the purposes safeguarding.

### **4. Legal Basis for Processing Your Information**

We have several legal bases for collecting and using the personal information described above. They are:

4.1. Where the use of your personal information is necessary to perform our obligations under any contract or agreement with you;

4.2. Where we have your explicit consent to collect, store, and use your information for a particular purpose, including where you consent to receiving information for services on our Website or third party websites;

4.3. Where use of your personal information is necessary for purposes of pursuing Raise the Youth Foundation CIC's legitimate interests, as long as these interests are not outweighed by your own interests, fundamental rights, or freedoms. For example, we will need to ensure that in these cases you would reasonably expect your personal information to be used, and that it would have a minimal impact on your personal privacy. Such legitimate interests are:

4.3.1. to conduct our day-to-day business, including the operation of a fully functioning website;

4.3.2. to build relationships with universities and other institutions in the education and health and social care sector;

4.3.3. to ensure we are delivering a high level of service through ongoing communications and responses to enquiries;

4.3.4. to invest, test and roll out new services which we believe will benefit our working

partnerships and service users;

4.3.5. track and ensure completion of contractual obligations;

4.3.6. carry out market research and business development;

4.3.7. to operate our website;

4.3.8. to consider your employment application, if you apply for a role at our company; and

4.3.9. In some cases, we may have a legal obligation to collect personal information from you.

## **5. Storage and Security of Information**

5.1. All information is stored on secure servers.

5.2. To facilitate contact requests our website uses Mailchimp contact forms. They have their own privacy policy which you can read here <https://mailchimp.com/legal/privacy> We have put in place technical and organisational security measures to prevent the loss or unauthorised access of your personal information. However, whilst we have used our best efforts to ensure the security of your data, it is your responsibility to make an informed decision to avail yourself of our services or if your concerns about the handling of data require you to refrain from using our Website.

## **6. Data Retention**

6.1. We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements).

6.2. When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

## **7. Your Rights**

7.1. You have the following data protection rights:

7.1.1. You may edit personal details at any time. You may also email us at [Office@raisetheyouth.co.uk](mailto:Office@raisetheyouth.co.uk) to access, correct, or update your personal information on our systems. We will answer every email as promptly as possible.

7.1.2. You can object to processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information.

7.1.3. You can unsubscribe from certain email communications by following the unsubscribe link in the email itself.

7.1.4. If we have collected and process your personal information on the basis of your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.

7.1.5. If you have any privacy-related questions or unresolved problems, you may contact us using the information provided below.

7.1.6. You have the right to complain to a data protection authority about our collection and

use of your personal information.

## **8. Children**

We take seriously our legal obligation to protect the privacy of children. Accordingly, we do not knowingly collect or maintain personal information from persons under 13 years of age, and no part of the Website is directed to persons under 13 years of age. If you are under 13 years of age, then please do not use or access the Website at any time or in any manner. We will take appropriate steps to delete any personal information of persons less than 13 years of age.

## **9. Cookies**

This website may use cookies. By using this website and agreeing to this policy, you consent to Raise the Youth Foundation CIC's use of cookies in accordance with the terms of this policy.

Cookies are files sent by web servers to web browsers, and stored by the web browsers. The information is then sent back to the server each time the browser requests a page from the server. This enables a web server to identify and track web browsers.

There are two main kinds of cookies: session cookies and persistent cookies. Session cookies are deleted from your computer when you close your browser, whereas persistent cookies remain stored on your computer until deleted, or until they reach their expiry date.

### **9.1 Cookies on our website**

Raise the Youth Foundation CIC MAY uses the following cookies on this website, for the following purposes:

#### **9.1.1 User session cookie**

We may use a session cookie so that we can remember where you have visited to further improve our services information.

#### **9.1.2 Analytical/performance cookies**

They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

#### **9.1.3 Targeting cookies**

These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the services displayed on it more relevant to your interests.

#### **9.1.4 Refusing cookies**

Most browsers allow you to refuse to accept cookies.

In Google Chrome, you can adjust the cookies settings by clicking the Menu > settings > Show advanced settings > In the "Privacy" section, click Content settings > Use the "Cookies" section to change your settings.

In Internet Explorer, you can refuse all cookies by clicking "Tools", "Internet Options", "Privacy", and selecting "Block all cookies" using the sliding selector.

In Firefox, you can adjust your cookies settings by clicking "Tools", "Options" and "Privacy". Blocking cookies will have a negative impact upon the usability of our website.

## **10. Contact details**

Raise the Youth Foundation CIC Limited FAO: Data Protection Officer 54-56 Holmeswood Road, Great Lever. Bolton. BL3 3HS UK E-mail: Office@raisetheyouth.co.uk

## **11. Updating this Privacy Policy**

We may update or amend this Privacy Policy from time to time, to comply with law, in accordance with best practice in our industry, or to meet our changing business requirements. Any updates or amendments will be posted on the Website. By continuing to access the Website and content, you will be deemed to have accepted the Privacy Policy as amended at the time of your access and use.