



Children and Young People (and their families) Privacy Notice

Applies to: Children and Young People (and their families) in our homes at Northridge Care Group.

Who we are

We are Northridge Care Group. We look after and support children and young people in our homes. Everyone who works here must follow rules that help keep your personal information private and safe.

Why we collect your information

We collect information about you so we can:

- Give you the right care and support,
- Keep you safe, healthy, and happy, and
- Work with your social worker, teachers, and other professionals who help look after you.

We only collect information that helps us to do these things.

What information we collect

We collect things like:

- Your name, date of birth, and contact details,
- Information about your health, school, and family,
- Your care plan and notes about how we support you,
- Any other details we need to help keep you safe and meet your needs.

How we use your information

We use your information to:

- Make sure you get the care and support you need,
- Keep you and others safe,
- Share important updates with your social worker, teacher, or health professionals, and
- Follow the law and the standards for registered children's homes.

We never use your information for marketing or social media.

Who we share your information with

We only share your information with people who need to know to help you such as:

- Your social worker,
- Your doctor or health professional,
- Your school or teacher,
- People who help keep you safe (like Ofsted or the Local Authority).

We never share your information with anyone else without a good reason or the law telling us we must.

How we keep your information safe

- Your information is kept on secure computers and in locked files.
- Only staff who work with you and need to see your information can access it.
- Everyone at Northridge is trained to protect your privacy and keep your information safe.

If something goes wrong (Data Breaches)

Sometimes, something might go wrong with how your information is looked after for example, if it's lost or seen by someone who shouldn't see it.

This is called a data breach.

If that ever happens:

- We will tell our Data Protection Lead straight away.
- We will do everything we can to fix the problem and make sure it doesn't happen again.
- If the mistake means your information might be at risk, we will explain what happened to you (and your social worker) so you understand what's being done to protect you.
- We may also need to tell the Information Commissioner's Office (ICO), who check that organisations follow privacy rules.

We take your privacy very seriously and will always try our best to keep your information safe.

How long we keep your information

We keep your information only for as long as the law says we must – usually until you are 75 years old. After that, it is safely deleted or destroyed.

Your rights

You have the right to:

- See the information we hold about you,
- Ask us to correct anything that's wrong,
- Ask questions about how your information is used.

If you want to do any of these things, talk to your Registered Manager or contact our Data Protection Lead.

Updates to This Notice

We may update this notice to reflect changes in law or internal practices. You can ask for any updates from your Registered Manager or our Data Protection Lead.

Contact

If you have any questions or concerns about how we handle your data, please contact your Registered Manager or the Data Protection Lead:

Data Protection Lead: Kendal Hulme

Email: DPL@northridge.uk

Address: No.3 South Preston Office Village, Bamber Bridge, Preston, Lancashire, PR5 6BL

If you are not satisfied with our response, you have the right to contact the Information Commissioner's Office (ICO) at www.ico.org.uk or 0303 123 1113.