


BROMLEY Y PRIVACY NOTICE

About your information

Bromley Y is the data controller responsible for your personal information.

You can contact us at:

 dpo@bromleyy.org

 Bromley Y, 17 Ethelbert Road, Bromley, BR1 1JA

Bromley Y holds personal information about children and young people (CYP) and, where relevant, their families and carers, to provide our services.

We process your information in accordance with:

- The UK General Data Protection Regulation (UK GDPR)
- The Data Protection Act 2018.

We use your information to:

- Arrange, assess, and provide appropriate support and services
- Monitor progress and outcomes
- Plan, improve, and evaluate our services
- Respond to concerns, safeguarding issues, or complaints
- Communicate with you about your care and support.

We may also share relevant information with partner organisations and public bodies to monitor performance and support service planning.

As part of our service, we will explain how we use your information and will ask you to complete a consent and confidentiality form. This helps ensure you understand how your information will be used and shared.

The information we hold

The information we hold depends on the service you receive and may include:

- Personal details (e.g. name, address, date of birth, school/college)
- Demographic information (e.g. ethnicity, gender, disability)
- Family and household information
- Referral details and background information

- Health and wellbeing information
- Information from other professionals (e.g. GPs, healthcare providers)
- Questionnaire results relating to mental health and wellbeing.

Some of this information is classified as special category data (e.g. health data) under UK GDPR and requires additional protection.

Where we get your information from

We collect information from:

- You (the young person)
 - Parents, guardians, or carers
 - Schools or colleges
 - Healthcare professionals (e.g. GPs, NHS services)
 - Local authorities and other partner organisations
 - Referral agencies.
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How we keep your information safe

We take appropriate technical and organisational measures to protect your information:

- Secure electronic systems and restricted access
- Staff training in confidentiality and data protection
- Role-based access controls
- Background checks for staff where appropriate
- Use of anonymisation or pseudonymisation where possible.

Children's information

We are committed to protecting children and young people's data.

Where appropriate:

- We will involve parents or guardians in decisions about data use
 - We ensure information is handled in a way that is fair, transparent, and age appropriate.
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What happens if you do not provide information

If you choose not to provide certain information:

- We may not be able to provide services safely or effectively
 - In some cases, we may not be able to offer support.
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Sharing your information

We only share your information where necessary, lawful, and proportionate. This may include sharing with:

- NHS services and healthcare providers
- Schools, colleges, and educational services
- Local authorities
- Safeguarding partners (e.g. social care, police)
- Commissioning bodies and funders.

We share information where:

- It is necessary to provide care and coordinate support
- There are safeguarding concerns
- We are required to do so by law.

We may also use anonymised or pseudonymised data for research, reporting, and service improvement. This will not identify you.

Legal basis for processing

Personal data (Article 6 UK GDPR)

We process personal data under the following legal bases:

- Contract (Article 6(1)(b))
Where processing is necessary to provide services you have requested
- Legal obligation (Article 6(1)(c))
Where we must comply with safeguarding and statutory duties
- Vital interests (Article 6(1)(d))
Where processing is necessary to protect someone from serious harm

- Legitimate interests (Article 6(1)(f))
To operate and improve our services, where this does not override your rights.

Special category data (Article 9 UK GDPR)

We process special category data under:

- Article 9(2)(h) – provision of health or social care
 - Article 9(2)(b) – carrying out obligations in social protection law
 - Article 9(2)(c) – protecting vital interests where necessary
 - Article 9(2)(g) – safeguarding children and individuals at risk (supported by UK law).
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International transfers

We do not routinely transfer your personal data outside the UK.

Where we use trusted service providers (such as secure cloud-based systems), some data may be processed outside the UK. In these cases, we ensure appropriate safeguards are in place, such as adequacy regulations or approved contractual clauses, in line with UK GDPR.

Automated decision-making

We do not carry out solely automated decision-making that produces legal or similarly significant effects.

Your rights

You have the right to:

- Access your personal data (Subject Access Request)
- Request correction of inaccurate or incomplete data
- Request deletion (where applicable)
- Restrict processing
- Object to processing based on legitimate interests
- Data portability (where applicable)
- Challenge decisions made without human involvement
- Seek compensation if you suffer harm due to a breach.

*If you wish to access your personal data, you can make a Subject Access Request (SAR). This is separate from the complaints process.

To exercise your rights, contact: dpo@bromleyy.org

Retention of your information

We only keep your personal information for as long as necessary for the purposes it was collected. Retention periods depend on the service provided and legal requirements. For example, some records relating to children's services may be kept for several years after support ends in line with safeguarding and NHS guidance.


Full details are available in our retention schedule, which can be requested.

When information is no longer required, it is securely deleted or destroyed.


How to make a data protection complaint

If you have concerns about how we use your personal data, you should raise this with **Bromley Y** in the first instance.

You can do this by contacting our Data Protection Officer:

 dpo@bromleyy.org

 **Bromley Y**, 17 Ethelbert Road, Bromley, BR1 1JA

 020 3770 8848

We will respond within one month in line with data protection law.

If you are not satisfied with our response, you have the right to raise your concern with the Information Commissioner's Office (ICO):

 <https://ico.org.uk/concerns/>

This Privacy Notice was last updated in June 2026 and will be reviewed regularly.