



YWA Privacy Notice

Our privacy promise

Youth Work Alliance (YWA) promises to respect all personal information that you share with us, or we receive from other organisations, and keep it safe. This privacy notice lets you know what happens to any personal data that you give to us. We will be clear when we collect your personal information and will not use it in ways that you would not reasonably expect us to.

This privacy notice will explain how and why we use your personal information, to ensure you remain informed and in control of your information. We have aimed to provide this information in a concise way and in clear language. It will not cover the full detail of each processing activity, if you need further information, please contact us.

Who we are

YWA's Belfast office is situated at 196B Upper Lisburn Road, BELFAST, BT10 0LA and its North West Office is, 12-14 The Diamond, Derry City Centre, BT48 6HW

YWA is an independent regional membership organisation.

Our charitable Objects are: Promoting, developing and supporting voluntary youth work providers in Northern Ireland, for the benefit of children and young people, and in particular, to improve the efficiency and effectiveness of voluntary youth work providers, through the provision of training, information, guidance and representation.

Personal data we collect

YWA is established to deliver infrastructure support to local community-based youth work providers across Northern Ireland. Our members comprise over 120 full-time and part-time voluntary youth work providers operating in urban and rural communities across Northern Ireland. In order to deliver relevant, effective, quality services to our members it is necessary for us to collect and process certain personal information about them. We keep all personal information confidential, except where disclosure to a third party is required by law.

We rely on our employees and Board members to enable us to deliver services to members. To enable YWA to operate efficiently and meet its many legal and moral obligations towards these individuals, we collect and process certain personal data. We ensure this personal information is held safely and securely.

How we collect information

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You wish to become a member of YWA
- You engage in YWA's training and support programmes, attend seminars/conferences, events or you take part in a survey

- When you contact us for advice or support
- You apply for a job with us
- You were appointed to the YWA Board of Trustees
- An employee of ours gives your contact details as an emergency contact or a referee
- You engage with us on Facebook, through our webpage or using other social media
- We have received information about you through a third party such as a statutory body or voluntary youth provider
- You have provided us with names and contact details while acting as a representative of your organisation regarding the supply of goods, contracts, buildings management, IT services etc.

Information we may collect about you

- Personal information (such as, name, date of birth).
- Contact information (such as address, email address, telephone number)
- Sensitive/special category data (such as information about religion, ethnicity, gender, convictions/criminal offences, special educational needs, information about your health and wellbeing).
- Records of our contact with you through all mediums i.e. face to face, online, by telephone, email, text, via Apps etc.
- Records of registration and attendance at events, such as training, support programmes, seminars/conferences and formal meetings.
- Employment status, references, banking information, national insurance and tax details
- Organisational contact information such as your full name, email address, job/role title
- If you apply for a job with us we collect your personal contact details and employment history, as well as unspent criminal convictions (where applicable) in completing job applications and pre-employment checks.
- Records of your employment with us including emails, notes from phone calls and face-to-face meetings, disciplinary actions
- Information that you provide voluntarily on our website or facebook page. Standard internet log information such as your IP address and visitor behaviour patterns. We use Google Analytics to analyse website traffic. You can get more information about Google's security and privacy principles [here](#) and control how your information is used by Google (e.g. for ad personalisation) [here](#). See also: [Cookies and Analytics](#)
- Data from completed needs analysis surveys.
- Images, video and sound recordings. YWA may take photographs, video, sound recordings at its events for use in printed and electronic media for promotional purposes. You will be informed of this privacy policy prior to recording.

- Information we collect about you from other sources

How we use your personal data

We use your personal information to:

- Design and implement staff and organisational policies, systems and processes to promote your wellbeing and in order to meet our legal obligations.
- Improve our services and respond to members' needs.
- Maintain records of services delivered and support provided in line with YWA's contractual obligations.
- Manage registration and attendance at training and events, and to evaluate our services.
- To notify you of changes to our services.
- Provide you with information that you request from us or that we feel may be of interest to you, where you have given permission to be contacted in this regard.
- Carry out recruitment, manage the employment relationship, and meet requirements set down by law.
- Recruit and support our Board members and provide relevant opportunities for personal development.

What are the lawful bases for our processing of your personal data?

We will process your personal data based on your consent, and/or because we need to use it in order to fulfil a contract with you (for example, because you have subscribed to our membership, engaged with our programmes and we have a legitimate interest to ensure that our programmes and activities meet your needs).

We collect personal data for the purposes of registration, using consent. When we rely on consent to process personal data, you have the right to withdraw your consent at any time and you will be provided with a clear means of doing this.

We process personal data where it is in our legitimate interest to keep you informed about opportunities, activities, training and/or information that may be of interest to you as a member, employee or member of the Board.

Where we hold the names and contact details of individuals acting in their capacity as representatives of their organisations. If the interactions relate to suppliers, contracts, buildings management, IT services etc., we may process your data in line with our legal obligation to do so or because the processing is within our legitimate interests as an organisation.

Legitimate interest means there is a valid reason for YWA to do so. This could include; making improvements to our services or managing relationships with members, for example. Whenever we process your information in this way, we ensure that we consider your rights and interests.

Sharing your personal data

We will never sell or swap your details with any third parties for the purposes of direct marketing.

We may share your information with trusted third parties in the process of managing your engagement with us, such as with other voluntary bodies with whom we partner to deliver services and for the effective delivery of services to our members. We will only disclose personal information that is necessary to deliver services and have in place agreements that require all parties to keep information provided secure and not to use it for their own direct marketing.

We may share information with regulatory bodies, for example, the Charity Commission for Northern Ireland, Companies House, HMRC, Pension providers and other statutory bodies in line with our legal obligations.

We may use data processors who are third parties who provide some services for us (for instance, survey platforms, website providers). We have contracts in place with our data processors which limits the purpose of the personal data shared with them to providing the service and acting only on our instructions, and they are bound to confidentiality in doing so.

In some circumstances we may be have a legal obligation to share information for law enforcement purposes, such as to cooperate with investigations or with a court order.

Your rights under data protection laws

The General Data Protection Regulation provides the following rights to you:

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the “right to be forgotten”)
- The right to request access to your personal information and to obtain information about how we process it
- The right to move, copy or transfer your personal information (“data portability”)
- Rights in relation to automated decision-making which has a legal effect or otherwise significantly affects you

We are committed to upholding your rights. You can contact us for further clarification or any concerns you have regarding your personal data that we hold by contacting the Office Manager. Please note that the exercise of your rights is dependent on the lawful basis that has been used for each processing activity.

You also have the right to lodge a complaint with the Information Commissioner’s Office which enforces data protection laws: <https://ico.org.uk/concerns>

Data security and retention

We minimise the amount of personal data we keep about you and the period of time we hold it for.

In some cases, we retain records for the length of time that we are legally obliged to do so (for example, invoices, payment information, job application and monitoring information, minutes of general meetings and Board decisions). In other cases, we apply our retention schedule when we no longer require personal data and ensure its secure deletion or disposal.

We make sure that we do not collect more personal information than we need in order to carry out our activities and review our practices regularly.

When we use third party services and cloud services to process personal data we take due diligence to make sure that they are reputable and have appropriate data protection practices.

Cookies and Analytics

We collect information about your visits to our website, including where available, your IP address, operating system and browser type. The data cannot be used to identify any individual. To help us gather this information we use cookies; small files stored on the hard drive of your computer. Cookies allow us to improve our site and deliver a better service.

YWA's website session cookie: A session cookie to store your session id, this cookie is unique to your visit and is required for logging into the site or using the support and booking forms on the site.

Google Analytics cookies: We use Google Analytics, a popular web analytics service provided by Google Inc. Google uses cookies to collect and analyse information about how the website is used. Google undertakes not to associate your IP address with other data held by Google. Find out more about [Google Analytics here](#).

If you do not wish to accept cookies you can activate the appropriate settings on your browser, however, you may be unable to access some parts of our sites. To find out more about cookies and how they can be turned off, visit www.aboutcookies.org. We will keep your information confidential except where disclosure is required and permitted by law.

Changes to this privacy notice

We may change this privacy notice from time to time by updating this page to reflect changes in the law, the type of work we do, and our privacy practices. We will notify our members and other stakeholders of any meaningful changes to our privacy practice via our website, email, and other digital channels.