



Privacy Notice (Participants, Families and Supporters)

FACE – Family and Community Enterprise | Registered charity 1179629 | Working as FAM

Head office: Central Buildings, Richmond Terrace, Blackburn, BB1 7AP | Applies at head office and all FAM outreach sites

REFERENCE	VERSION	OWNER	REVIEW
FAM-IG-14	1.0 (September 2026)	Data Protection Lead	Annually

Status: approved by the Board of Trustees on 10 September 2026.

Our commitment

This notice tells you, in plain language, what information FAM keeps about you, why we keep it, who we share it with and what your rights are. If anything is unclear, please ask a member of staff and we will explain it.

1 Who this notice is for

1.1 This notice is for:

- young people who take part in our activities, mentoring, clubs and trips;
- children who come to our holiday clubs, and their parents and carers;
- parents, carers and family members of young people we work with;
- volunteers;
- people who donate to us, fundraise for us or sign up for our news.

1.2 Staff and job applicants receive a separate notice when they apply or join. We also explain this notice to young people face to face, and we can go through it with an interpreter or in an easier format if that helps.

2 Who we are

2.1 We are FACE – Family and Community Enterprise (registered charity 1179629), working as FAM. We are a youth charity for young people aged 11 to 25. We help young people stay on track at school, take their next steps after 16, and move into work, training or volunteering.

2.2 We are the **data controller**. That means we decide how your information is used and we are responsible for looking after it.

- 2.3** If you have a question about your information, contact the Data Protection Lead at our head office (Central Buildings, Richmond Terrace, Blackburn, BB1 7AP) or by email at hello@famcharity.org or phone on 01254 957607.

3 What information we collect

- 3.1** We only collect what we need. Depending on how you are involved with us, this may include:

Type of information	Examples
Basic details	Name, date of birth, address, phone number, email, school or college.
Emergency contacts	Name and phone number of a parent, carer or other trusted adult.
Health and support needs	Allergies, medical conditions, medication, disabilities or special educational needs (SEND), so we can keep you safe and include you fully.
Background	Ethnicity, religion, gender and languages spoken. You do not have to tell us these. We use them to check we are reaching everyone fairly.
Your journey with us	Sessions you attend, goals you set, notes from mentoring, progress into education, training or work.
Immigration status	Only when we really need it, for example to check if you can join a funded programme or to refer you to the right help. We keep this very private.
Safeguarding information	Notes about worries for your safety or wellbeing, and what we did about them.
Photos and videos	Only with permission if we want to use them publicly.
Supporters and volunteers	Donation history, Gift Aid declarations, volunteering records, references and DBS check details where the role needs them.

- 3.2** Most information comes from you or your parent or carer. Sometimes it comes from people who refer you to us, such as a school, youth hub, Jobcentre or social worker.

4 Why we use your information

- to keep you safe and look after your health at our activities;
- to plan sessions, trips and support that fit your needs;
- to stay in touch with you and your family;
- to help you move on to education, training, volunteering or work, including introductions to our partners if you want that;
- to show our funders what difference our work makes (usually using numbers, not names);

- to manage volunteers and claim Gift Aid on donations;
- to send you news, if you have said yes;
- to meet our legal duties.

5 Our lawful bases

5.1 The law says we must have a good reason, called a **lawful basis**, for using your information. Here are the ones we use:

What we do	Lawful basis	What that means
Registering you, running sessions, keeping notes on your progress	Legitimate interests	We need this to run our services well, and we have checked it is fair to you.
Keeping you safe and sharing worries about your safety	Legal obligation, or legitimate interests (safeguarding)	We must act to protect children and adults at risk.
Using health, SEND, ethnicity or religion information	Explicit consent, or substantial public interest (safeguarding and equality monitoring)	Extra rules apply to sensitive information and we follow them.
Emergency medical help	Vital interests	To protect your life or health if you cannot tell us yourself.
Photos and videos used publicly; newsletters and marketing	Consent	You can say no, and you can change your mind at any time.
Gift Aid, accounts and accident reports	Legal obligation	The law says we must keep these records.
Volunteer agreements and expenses	Legitimate interests	We need this to organise and support volunteers.

If you are under 13

5.2 If we need consent, we will ask your parent or carer. We will still explain things to you and listen to what you think.

If you are 13 or older

5.3 We will usually ask you directly if you understand what you are agreeing to. We may also talk to your parent or carer, especially for trips and activities.

6 Who we share your information with

6.1 We never sell your information. We only share it when we need to, and only as much as is needed. We may share it with:

- **your school, college or the organisation that referred you**, to support you and check how you are doing;

- **partner organisations**, such as employers, training providers, youth hubs or the Jobcentre, only if you want us to introduce you;
- **activity partners**, such as sports coaches or venues, when they need to know about health needs to keep you safe;
- **funders**, usually as numbers or anonymous stories. If a funder needs names, we will tell you first;
- **HMRC**, for Gift Aid claims;
- **companies that help us run the charity**, such as IT, email or payroll providers. They must keep your information safe and cannot use it for their own purposes;
- **emergency services**, if you need urgent help.

When we might share without asking you

- 6.2** If we are worried that you or someone else is at risk of harm, we may need to share information with the local authority where the child lives or where the concern arose, the police or health services. We will usually tell you first, unless doing so would put someone at greater risk.
- 6.3** We do not share information about your immigration status with the Home Office or any other authority unless the law requires it or someone is at risk.
- 6.4** Some of the online services we use store information outside the UK. When this happens we make sure your information has the same level of protection as it would in the UK.

7 How long we keep your information

- 7.1** We keep information only as long as we need it. Our Records Management and Retention Policy sets out the details. For example:

Information	How long we usually keep it
Registration and attendance	Up to 3 years after you last took part, or until you are 21 if you were under 18 (whichever is longer)
Consent forms for trips	Until the end of the programme, or longer if there was an accident or incident
Safeguarding records	For a long time, because they may be needed if questions come up years later. We check them regularly.
Accident records	At least 3 years, or until you are 21 if you were under 18
Donations and Gift Aid	6 years after the last donation we claimed on
Photos used with consent	Until you ask us to stop, or when the photo is no longer needed

- 7.2** Some funders require us to keep records for longer. When we no longer need information, we shred it or delete it securely.

8 How we keep your information safe

- 8.1** Paper records are locked away. Computers and phones are password protected. Only the people who need to see your information can see it. Our staff and volunteers are trained in keeping information safe.

9 Your rights

- 9.1** You have rights over your information. You can ask us to:

Your right	What it means
See it	Ask for a copy of the information we hold about you. This is free.
Correct it	Fix anything that is wrong or incomplete.
Delete it	Ask us to delete it. We will unless we have to keep it, for example for safeguarding or legal reasons.
Limit it	Ask us to stop using it for a while, for example while we check it is right.
Object	Tell us you do not want us to use it in a certain way. You can always say no to marketing.
Move it	Ask for information you gave us in a format you can take elsewhere, in some situations.
Withdraw consent	Change your mind about anything you said yes to, such as photos. It will not affect anything we did before.

- 9.2** To use any of these rights, speak to any member of staff or contact the Data Protection Lead at our head office (Central Buildings, Richmond Terrace, Blackburn, BB1 7AP) or by email at hello@famcharity.org or phone on 01254 957607. You can ask in person, by phone or in writing. We will reply **within one month**. If your request is complicated, we may need up to two more months, and we will tell you why.
- 9.3** Young people can usually make requests about their own information once they are old enough to understand what they are asking for. A parent or carer can also ask on behalf of a younger child.
- 9.4** We do not make decisions about you using computers alone.

10 How to complain

- 10.1** If you are unhappy with how we have used your information, please tell us first so we can put it right. Contact the Data Protection Lead at our head office (Central Buildings, Richmond Terrace, Blackburn, BB1 7AP) or by email at hello@famcharity.org or phone on 01254 957607. We will let you know we have received your complaint within 30 days and will look into it properly.

10.2 If you are still not happy, you can complain to the **Information Commissioner's Office (ICO)**, the UK's independent regulator for data protection. You can contact them at ico.org.uk or on 0303 123 1113.

10.3 For other complaints about FAM, see our Complaints Policy.

11 Changes to this notice

11.1 We review this notice every year and whenever we make important changes to how we use information. The latest version is available from staff. Our website (famcharity.org) has its own privacy and cookies page, which explains how we use information sent through the website and that Google Analytics is only used if you accept it.

12 How this policy supports our focus

- This notice is written for young people aged 11 to 25 and the people around them, in plain language. We can go through it with an interpreter or in an easier format.

13 Related policies

- Data Protection Policy
- Records Management and Retention Policy
- Online Safety, Social Media and Images Policy
- Safeguarding Children and Young People Policy
- Referral, Signposting and Immigration Advice Boundaries Policy
- Fundraising and Gift Acceptance Policy
- Complaints Policy
- Volunteer Policy

Approval record

Approved by the Board of Trustees on	10 th Sep 2026
Signed (Chair of Trustees)	
Next review due	31st July 2027
Version history	1.0, September 2026. New policy; replaces any earlier FAM or FACE version.