

Privacy Statement

At No Limits Trading, we want everyone who comes to us for support to feel confident with how their personal information is used or stored. This privacy statement sets out how we collect, use and store your personal information.

In this privacy statement we will outline:

1. Who we are
2. What information we collect from you
3. How we collect information about you
4. How we use your information
5. How we secure and store your data
6. How long we hold your information for
7. Sharing your information
8. How can you access your data

1. Who we are

No Limits Trading is the commercial arm of No Limits: the Southampton-based charity with over 25 years' experience in providing information, advice and counselling to children and young people. No Limits Trading utilises the charity's expertise in youth work, counselling and voluntary sector management to offer a broad range of counselling, group work and training for individuals, schools, companies and charities. 100% of our profits are given to No Limits.

Company No. 11167244 | Registered Office: 35 The Avenue, Southampton, SO17 1XN.

2. What information we collect from you

We will collect the following information from you:

- Name
- Address
- Telephone number/s
- Email address
- Date of birth
- Gender
- Sexuality
- Ethnicity

3. How we collect information about you

We collect personal information that identifies you (for example, your name, date of birth, gender, contact details and address) each time you receive support from a youth worker through completing a monitoring form.

4. How we use your information

We collect information from children and young people using our services, and from other sources like parents, schools, government agencies and other concerned parties. We do this to make sure we are offering you the best service we can. We use this information to keep track of the work we do with you, and for you, and to make sure we are offering you the best service we can.

We also use your data to create reports. Your data is used in a way that does not identify you (or any other individuals). We use these reports to:

- report to our funders on the work we have done
- generate statistics to manage and improve our services
- support applications for funding to continue supporting children and young people in the future.

5. How we secure and store your data

When you give No Limits Trading information about yourself, we ensure that it is securely processed and stored. Our network of computers and users is secure: all computers, laptops and other devices used to access the secure network are encrypted and can be shut down remotely. Access to files and folders within the secure network is managed on a need-to know basis, and no files can be shared outside the network without specific permission being granted.

Our recording systems are also secure: paperwork that includes personal information is always locked away when not in use; the service user database is held within a secure network; and the network itself is only accessible to trained people with a functioning user account, with access to all user accounts managed by our IT team.

Staff and volunteers are trained to respect and protect your privacy, and the way they work is managed and supervised. This includes making sure that everybody knows that they must take care with your information. This covers things like: not leaving your paperwork where somebody else might see it; not leaving your information visible on computer screens; not sharing your information without your consent. Staff and volunteers are also trained in internet security to keep our computer systems safe from spam and malware attacks.

Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we do our utmost to protect your personal information, we cannot absolutely guarantee the security of any information you transmit to us, and you therefore do so at your own risk.

6. How long we hold your information for

We have an obligation to keep your records long term in case you or other people need evidence of our work with you in the future. This safeguarding obligation overrides the obligation to delete data.

7. Sharing your information

We are the only organisation with access to your personal information on the No Limits Trading database and we do not share your personal information with anyone outside No Limits Trading without your consent. If we know that you are at risk of harm, we will work with you to establish how and when to pass information to the Police or Social Care to make you safe. If you are involved in safeguarding work with the Police or Social Care, they will seek your consent to ask for information about your service use from us. This will only happen when there is an identified risk, or when legal investigations are already under way.

8. How can you access your data

You have the right to know what information we hold about you and to ask, in writing, to see your records. We will supply any information you ask for that we hold about you as soon as possible, but this may take up to 40 days. You will be asked for proof of identity as the person dealing with your request may not be the staff member you have met before. We need to be sure we are only releasing your personal data to you. This is called a Subject Access Request and can be done by emailing info@nolimitstrading.org.uk or by writing to us.