



Privacy Notice for Youth Ambassadors

1. Introduction

I have a voice is committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our policy or our practices with regards to your personal information, please contact us at rebecca@ihaveavoice.org.uk or write to I have a voice CIC at 2 Frederick Street, London, WC1X 0ND.

2. The type of personal information we collect

During the application process and during your time as a youth ambassador, we collect and process the following types of information:

- Personal contact details such as full name, address and personal email addresses
- Date of birth
- Emergency contact details such as their full name, relationship to you, phone number and email address
- Current place of education
- Equality, diversity and inclusion information, as option questions only, about your gender, nationality or ethnicity, sexual orientation and whether you attended a state school, whether you have pupil premium or whether you have English as a second language
- Participation information such as your join date, attendance at events and activity on our platforms
- Information about your health, including any medical condition or disability
- Photographs, case studies or testimonials of some youth ambassadors

3. How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for the sole purpose of participating and engaging in I have a voice's youth ambassador programme and its activities or events.

We use the information that you have given us in order to:

- Contact you about your volunteering and involvement with I have a voice
- Ask for consent if the youth ambassador is under the age of 18
- Contact someone in case of emergency
- Monitor our diversity and inclusion processes and to identify statistical trends
- Comply with our health and safety obligations and enable any reasonable adjustments to be made

- If you consent, we will use your image and story/testimonial to promote the work of I have a voice in different publications

We may share this information with others I have a voice entities, suppliers or service providers where it's necessary to do so to facilitate your volunteering as a youth ambassador. For example, we may disclose your email address to Slack, a communication platform that sends you an invite that allows you to communicate effectively with other youth ambassadors and I have a voice team members. We may also disclose your personal information where we are legally obligated to.

Under Article 6 of the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- **(a) Your consent.** You are able to remove your consent at any time for the processing or storage of equality, diversity and inclusion information as well as your photographs (if any). You can do this by contacting rebecca@ihaveavoice.org.uk.
- **(d) We have a vital interest.**
- **(f) We have a legitimate interest.**

4. How we store your personal information

Your personal information is securely handled, and we have implemented suitable security measures to prevent it from being lost, misused, accessed in an unauthorised manner, changed, or disclosed. Furthermore, we restrict access to your personal information to those volunteers, employees, agents, contractors, or other third parties that require it for the purposes of their job role.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal or reporting obligations. After personal information is no longer needed or when an individual has ended all interaction with I have a voice for a period of 12 months, it will be safely deleted (whichever criteria is the shorter duration).

In some circumstances, we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

5. Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at rebecca@ihaveavoice.org.uk if you wish to make a request.

6. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at rebecca@ihaveavoice.org.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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