

HOW WE USE INFORMATION ABOUT YOU

We need to tell our funders how we're using their money, and show that The Hangout is supporting young people.

This means we'll have to ask you for some info about you! Collecting this info will help us make sure that The Hangout is as useful as it can be, and to see if there's anything we need to improve.

It's important that you know that any information you provide us with will be kept safe. You can change your mind about being involved in any of our projects at any time by emailing us.

You can also ask us to delete your data at any time. We'll then dispose of any information we hold about you.

How do we keep your information?

We will keep your information on paper (if you fill something in) until we add it to a secure computer system.

Only Platform staff will have access to this information, and only if they need it to offer you support. Your information is kept confidential and will be destroyed safely when it is no longer needed. We keep some support records for 10 years, unless you ask us to destroy them.

You have a right to view the information we have about you, and you can request this by contacting hangout@platform.org

How do we access information about you?

Some Hangout staff can access NHS records about your existing and past support. We will only do this when we need to for your safety, or to offer you support.

This information will be kept confidential and only shared with members of the team that need to know it. We have a data sharing agreement with the NHS that allows us to read these records and talk to other services if we have any updates that we think would help you get better support from other teams you're involved with.

How do we use your information?

We use your information to help us support you and your wellbeing. We also produce reports for our funders and partners (Welsh Government, Cardiff & Vale University Health Board, and Cardiff Met) about the work we do and the young people we work with. Your name and other personal details won't appear in these reports, so no-one reading them will know who you are.

We will use feedback that you give us to help us improve services for young people. We sometimes use quotes or work that young people have produced as examples of what we are doing, and may share these during staff workshops and presentations. We won't use your name when we do.

Sometimes, we may need to share information about you with another service if we have a serious concern about your safety and wellbeing. Whenever possible, we will discuss this with you first.

We will also sometimes ask if you would like us to share information about you with other services, so you don't have to explain things to them that you have already told us.

You have a right to withdraw your consent for us to process your information at any time by emailing hangout@platform.org or by talking to one of the team at The Hangout.

You also have a right to make a complaint about how your information has been processed by us. You would make this complaint to the Information Commissioner's Office (ICO) found at: ico.org.uk/make-a-complaint

The Hangout is operated by Platform, and funded by Cardiff and Vale University Health Board.

Using WhatsApp

We use WhatsApp to talk to you to arrange our meetings and to offer support. We will also use WhatsApp to tell you about group events. If you do not want to be contacted via WhatsApp, please let us know by emailing us at hangout@platform.org with your name.