



# PRIVACY POLICY

## For 13 and over



GROVE is an online company offering you individual mentoring and also groups with other young people. Your safety is the most important thing to us (as well as making sure you have fun and feel supported of course!) and part of that is keeping the **information** we hold on your super, super safe. Some people call this information 'data' but we prefer to say information. We have written this summary of our main Privacy Policy for you. Your parents/carers should read the main one and you should read this one **before** signing up for GROVE's activities.

GROVE is known as a **DATA CONTROLLER** and **PROCESSOR**. We share some of your data with our IT support company and someone who helps with safeguarding. This means that they have access to the information we have on you but don't worry, we have checked them out and they are safe people too. Because GROVE is the controller we are the ones most responsible for keeping your information safe.

### What sort of information do we need and why do we need it?

#### Personal Information

Name	Phone/mobile number	Home address	What school you go to or whether you are home educated
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#### Sensitive Information

'Sensitive information' is given a higher level of protection because it's something super personal about you. For GROVE that means knowing that you are autistic, ADHD, perhaps that you are LGBTQIA+ or anything like that. Some of this will be shared when you sign up and some of it will be what you choose to share during online sessions. We need to know this information to be able to offer you our services.

When you sign up for GROVE's services we will not collect sensitive information about you without first getting your **consent**. We will do this by asking both you and your parents/carers to tick a box to say you agree to us collecting sensitive data **before** you have any sessions with us. You can withdraw this consent at any time and this information can then be deleted.

Consent does **not** apply to the video recordings of your individual or group sessions through - we have to store these because of safeguarding requirements and also for insurance purposes. This means you cannot ask for these to be deleted.

### How long will we keep your information?

- For individual mentoring we will keep recordings for 6 months after the final session you have with us, session notes for up to 3 years and a minimal record of your involvement (such as your name, dates of support, and type of service) for up to 6 years after your final session.
- For group sessions we will keep the recordings for 3 months after each session, session notes for 3 months after the group ends and a minimal record of your involvement (such as your name, dates of support, and type of service) for up to 6 years after your final session.
- If any safeguarding concerns arise, we may need to keep relevant records for longer. For children and young people, this may be until you are 25, in line with safeguarding guidance.

### Session Recordings and Your Privacy

For our BEING ME programme **recordings are shared** with other young people in the session. These recordings are:

- Shared only with the young people who are signed up and only for 7 days after the session.
- Not used for any promotional or external purpose without your explicit, written consent.

Everyone agrees not share, save, or capturing any part of a session recording (or live sessions).

### Some important things:

- Remember only GROVE and our trusted helpers can access your information - we have a special deal. We are not going to be posting your videos online! But if we are worried about you then we might have to show it to someone whose job it is to keep you safe such as the police.
- You can remove your consent to share information with us at any time but you need to know that may mean we cannot offer you services from GROVE anymore and that you cannot withdraw consent about the videos because we are required to keep those for safeguarding and insurance.
- If you think we have some information wrong then you can ask us to change it.
- If we make a mistake with your information then we will let your parents/carers know, say sorry and do all we can to make it right again. Mistakes do happen despite all the effort we make to prevent them but we will always be honest with your parents/carers about it.
- You can ask your Mentor about any of this any time and if they don't know the answer then they will get Jess (the boss!) to get in touch with you.