



Motiv8 Privacy Notice – Young People, Families and Clients.

This document explains how we process your personal information.

Why and how we collect and use personal Information.

Under the General Data Protection Regulation (GDPR) guidelines Motiv8 South LTD is the data controller of all personal data that we process (which includes collecting, using, storing, sharing and destroying). We collect information about young people/families and clients through consent forms, referral forms and assessments including information from third parties such as the local authority, schools, NHS and police.

We use personal data for the following purposes:

- to enable access and engagement in Motiv8 services
- to monitor and report on engagement and progress
- to provide appropriate support
- to assess the quality of our services
- to keep children and young people safe
- to meet any legal and contractual obligations placed upon us for data collection

What information does Motiv8 collect about you?

- Personal identifiers and contacts (such as name, date of birth, contact details and address)
- Emergency contact details – names, addresses and phone numbers of two contacts (indicated by parents/carers)
- Characteristics (such as ethnicity and language)
- Safeguarding and child protection information (such as court orders and professional involvement, incident and safeguarding reports and plans)
- Education, training and employment status (including any special support needs)
- Medical information (such as doctors information, allergies, medication and dietary requirements)
- Attendance (such as sessions attended, session notes)
- Any previous or current agency support.
- Referral and assessment information (including from other organisation and agencies)
- Behavioural information (such as incidents, exclusions and sanctions)
- Photographs

Legal Basis for processing the personal data

Under the GDPR guidelines it is important that providers of personal data understand the legal basis on which it is processed. The lawful bases we rely on for processing young peoples and parent/carer information are:

1. “Legitimate interests”

This means that the processing is necessary for Motiv8 to meet its legitimate interests in providing young people with support.

Specifically, Motiv8 has a legitimate interest in:

- Providing you with support.
- Safeguarding and promoting your welfare and the welfare of other children and young people.
- Promoting the objects and interests of Motiv8. This includes fundraising e.g. if we want to raise money to fund special projects.
- Facilitating the efficient operation of Motiv8.
- Ensuring that all relevant legal obligations of Motiv8 are complied with.

In addition, your personal data may be processed for the legitimate interests of others. For example, we may use information about you when investigating a complaint made by another young person, parent/carer or member of staff.

Most of the personal information you provide to us is essential to enable support to take place. For example: names, date of birth, contact details, relevant medical information, education or employment status and any special needs. Information is also passed on to us from other agencies and organisations for example: Referral and assessment information, attendance and behaviour records, antisocial behaviour and offending data, information essential for us to make an assessment of risk and to ensure we keep people safe.

Information provided to us is done so on a voluntary basis. To comply with the General Data Protection Regulations, we seek consent to process this personal data at the point we request it. We will also confirm why we need it, what it will be used for, how the data is kept secure and when it will be deleted. Information for which we need your consent includes, for example: biometric data, the taking of young people’s images for publication e.g. on the Motiv8 website, and trips where information will need to be passed onto an external company.



Where we are using your personal information only on the basis of your consent you may ask us to stop processing this personal information at any time.

2. “Legal obligation”

Where Motiv8 needs to use your information in order to comply with a legal obligation, for example to report a concern about your wellbeing to Children's Services. We may also have to disclose personal data to third parties such as the courts, the local authority or the police where legally obliged to do so.

3. “Vital interests”

For example, to prevent someone from being seriously harmed or killed or to protect the vital interests of any person where that person cannot give consent, for example, if they are seriously hurt and are unconscious.

4. “Public interest”

Motiv8 considers that it is acting in the public interest when providing services and support.

5. “Legal claims”

The processing is necessary for the establishment, exercise or defence of legal claims. This allows us to share information with our commissioners, legal advisors and insurers.

6. “Medical purposes”

This includes medical treatment and the management of healthcare needs.

How we store and protect your data

Motiv8 takes the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by Motiv8 employees in the performance of their duties.

Where Motiv8 engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

We hold personal data securely for the set amount of time shown in our data retention schedule. Please ask Motiv8 if you would like a copy of this schedule.



How we collect your data

We collect your data via consent forms, referral forms and assessments when you start your support with Motiv8. One of the key GDPR principles is that data held is accurate and in order to achieve this each year we will seek confirmation of certain personal data.

Who we share your information with

We routinely share information with:

- Schools, colleges and training providers
- The local authority
- Children and family support services
- Referring agencies

Why we regularly share your information

We share information to ensure that you are receiving appropriate support. We do not share information about you with anyone without consent, unless the law and our policies allow us to do so. All data is transferred securely.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information that we hold about you i.e. Subject Access Request. To make a request for your personal data, or be given access to your child/young person's record, please contact Clare Ansell - Motiv8 Chief Executive Officer (CEO).

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed.
- A right to seek redress, either through the ICO, or through the courts

Please note that Motiv8 South LTD undertakes work for external organisations, including local authorities across all of its teams. Where this is the case, we will only be able to provide data and information held by Motiv8 South Ltd and not those of the organisation for which we provide services. To ensure your request is dealt with in full, you may wish to consider submitting your request to both ourselves and the main contractor separately.



Where possible, we will provide you with the name of the main contractor to whom you should contact

If you have a concern or complaint about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>