Brent Centre for Young People

healthy minds, brighter futures.

Privacy Notice Policy

Last reviewed: January 2026

Next review: November 2026

1. Introduction

Brent Centre for Young People (BCYP) is committed to safeguarding the privacy and security of your personal data. This Privacy Notice explains how we collect, use, and protect your data, in compliance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

We recognise that the nature of our work in adolescent mental health means that confidentiality and trust are fundamental to our relationship with our clients, families, and other stakeholders.

2. Who We Are

Brent Centre for Young People is a registered UK charity that provides mental health support and clinical services to adolescents. Our contact details are:

- Address: Laufer House, 51 Winchester Avenue, London, NW6 7TT
- Phone Number: 020 7328 0918
- Email: dataprotection@brentcentre.org.uk
- Website: www.brentcentre.org.uk

3. What Personal Data We Collect

We may collect the following types of personal data:

a) For Service Users (Adolescents and their Families):

- Contact Information: Name, address, phone number, email address.
- Personal Identifiers: Date of birth, NHS number, gender.
- Health and Wellbeing Information: Medical history, mental health assessments, treatment plans, and session notes.
- Emergency Contact Details: Names and contact information for parents, guardians, or emergency contacts.
- Communication Preferences: Your preferences for receiving information from us.

b) For Donors and Supporters:

- Contact Information: Name, address, phone number, email address.
- Donation Records: Donation history, payment information.
- Marketing Preferences: Your preferences for receiving fundraising and marketing communications.

c) For Staff and Volunteers:

- Employment Information: Contact details, date of birth, NI number, qualifications, and references.
- HR Records: Work history, disciplinary records, and performance evaluations.

4. How We Collect Your Personal Data
We collect personal data:

- Directly from you, through registration forms, phone, email, or in-person interactions.
- Through referrals from healthcare professionals, schools, or family members with appropriate consent.
- Automatically when you visit our website (e.g., IP address, cookies).

We may also collect personal data from publicly available sources, where legally permitted, to support our charitable and fundraising activities.

5. How We Use Your Personal Data
We will only use your data when we have a lawful basis for doing so. Typical uses include:

For Clients and Families:

- Provision of Services: To provide mental health support, including therapy, counselling, and assessment services.
- Safeguarding: To fulfil our duty to safeguard the wellbeing of clients.
- Communication: To communicate with you about appointments, services, or changes to our policies.

For Donors and Supporters:

- Processing Donations: To process donations and maintain accurate financial records.
- Marketing and Fundraising: To communicate with you about our campaigns, events, and opportunities to support us (with your consent).

For Staff and Volunteers:

- HR Management: To manage recruitment, training, payroll, and performance.
- Legal Compliance: To comply with employment laws and maintain health and safety records.

6. Lawful Basis for Processing Your Data
Under the GDPR, we rely on one or more of the following lawful bases to process your data:

- **Consent:** Where you have given explicit consent (e.g., to receive marketing communications).
- **Contractual Obligation:** Where processing is necessary for the performance of a contract (e.g., for employment).
- **Legal Obligation:** To comply with legal or regulatory requirements (e.g., safeguarding).
- **Legitimate Interests:** Where processing is in our legitimate interest, provided it does not override your rights (e.g., fundraising).

7. Sharing Your Personal Data
We will never sell your personal data. We may share your data:

- With health professionals or agencies involved in your care (with consent or following our safeguarding procedures and policy).
- With regulatory bodies or authorities to comply with our legal obligations (e.g., safeguarding disclosures).
- With trusted third-party service providers who support our operations (e.g., IT providers), bound by data protection obligations.

In any case where we share data, we ensure that appropriate confidentiality and data protection agreements are in place.

8. Data Security
We take appropriate security measures to protect your personal data from unauthorised access, alteration, disclosure, or destruction. These measures include secure storage systems, restricted access, and data encryption where applicable.

All staff, contractors, and volunteers are trained on data protection requirements and are bound by confidentiality agreements.

9. Data Retention
We retain personal data only as long as necessary for the purpose for which it was collected and in accordance with our Data Retention Policy. Retention periods vary:

- **Client Data:** Retained in line with clinical guidelines, typically up to six years after services end.
- **Donor Data:** Retained for up to six years for financial and auditing purposes.
- **Employee and Volunteer Data:** Retained for the duration of employment and for statutory record-keeping periods after the end of employment.

10. Your Data Protection Rights
Under the GDPR, you have rights regarding your personal data:

- **Right to Access:** You can request access to your personal data.
- **Right to Rectification:** You can ask us to correct inaccurate or incomplete data.
- **Right to Erasure:** You can request the deletion of your data, subject to legal and contractual limitations.
- **Right to Restriction:** You can ask us to limit how we process your data.
- **Right to Object:** You can object to our processing of your data where it is based on legitimate interests or for direct marketing.
- **Right to Data Portability:** You have the right to receive your data in a commonly used format.

If you would like to exercise any of these rights, please see our Subject Access Request Policy and contact our Data Protection Officer (contact details provided at the end of this policy).

11. Cookies and Website Analytics
Our website uses cookies to enhance your browsing experience. You can manage your cookie preferences through your browser settings. For more information, please see our **Cookie Policy** on our website.

12. How to Contact Us
If you have questions about this Privacy Notice or wish to exercise your data protection rights, please contact:
Jameel Ukaye, Data Protection Officer
Brent Centre for Young People
51 Winchester Avenue, London, NW6 7TT

Phone: 020 7328 0918
Email: dataprotection@brentcentre.org.uk

13. Complaints
If you are not satisfied with our response to your privacy queries or feel your data has been handled unlawfully, you can contact the UK Information Commissioner's Office (ICO):

- **Website**: https://ico.org.uk/
- **Phone**: 0303 123 1113