



EYAI

Enhancing Young Adults' Independence · Registered charity in England and Wales, no. 1195406

GDPR Policy

Our Commitment to Protecting Young Adults', Volunteers' and, Where Relevant, Their Friends' or Relatives' Privacy

Reviewed regularly to remain up to date with data protection law and best practice

Introduction

Enhancing Young Adults' Independence is dedicated to safeguarding the privacy and personal data of all individuals we serve, including young adult clients, volunteers, and, where relevant, their friends or relatives. This GDPR Policy details how we collect, use, store, and share information in accordance with the General Data Protection Regulation (GDPR) and applicable UK law.

Scope

This policy applies to all personal information processed by Enhancing Young Adults' Independence, covering young adult clients, volunteers, and associated persons such as next of kin or emergency contacts.

Data We Collect

- **Young Adult Clients:** We may collect personal details such as your name, address, date of birth, contact information, next of kin, emergency contacts, and information about your participation in our programmes. Where applicable, we may also record health and support needs, as well as any feedback or reviews you provide through our website or other communication channels.
- **Volunteers:** We may collect information including your name, address, date of birth, next of kin, records of any training undertaken, and criminal records (such as DBS checks) if required for your role.
- **Friends/Relatives:** We may collect basic contact details if you are provided as a next of kin or emergency contact for a young adult client or volunteer.

Lawful Basis for Processing

We process personal data only when there is a lawful reason to do so:

- To fulfil our obligations to young adult clients and volunteers under our services and programmes;
- To comply with legal requirements, including those related to safeguarding and welfare;
- Where there is a legitimate interest, such as keeping emergency contacts on file for young adult clients;
- With your explicit consent, where required. You may withdraw your consent at any time by contacting us.

How We Use Your Data

- To provide support, services, and opportunities to young adult clients;
- To ensure the safety and well-being of young adult clients, including communication with their chosen contacts if necessary;
- To manage applications, feedback, and reviews received via our website;
- To comply with our legal and regulatory obligations, including safeguarding;
- To maintain accurate records and enable effective communication between our team, young adult clients, and their families or representatives.

How We Collect and Share Data

We gather information directly from young adult clients, their authorised representatives, or through interactions on our website (such as completing contact forms, leaving reviews, or applying for programmes). We may also receive relevant information from third parties, such as local authorities.

We only share your personal information with third parties when necessary to provide our services, fulfil legal requirements, or with your explicit agreement.

Special Category & Criminal Records Data

If required, we may process special category information (such as health or support needs) and criminal record details solely to protect young adult clients' welfare, ensure compliance with safeguarding requirements, or with explicit consent.

Data Security and Retention

We keep all personal data secure and retain it only for as long as needed to provide our services to young adult clients, meet legal requirements, or until you ask us to erase it (where possible).

Your Rights

Young adult clients, as well as other data subjects, have these rights:

- To request a copy of all the personal data we hold about you (subject access);
- To ask for correction of any inaccurate or incomplete data;
- To request that we erase data no longer needed for the original purpose;
- To request restriction of processing in certain cases;
- To withdraw your consent for processing at any time.

Contact us if you wish to exercise any of these rights.

Website Data Processing

If you use our website, we may process information such as your IP address, any forms or applications you complete, and reviews you leave. Please refer to our website privacy notice and cookie policy for more detailed information.

Policy Review

We regularly review this policy to ensure it remains up-to-date with data protection law and best practice. Any changes will be communicated appropriately.

Contact Us

If you have any questions or concerns about how your data is handled, or wish to exercise your rights, please get in touch with us. Our full privacy notice is available on request or via our website, www.eyai.co.uk.

I have read and understood this GDPR policy.

Signed: _____ Print Name: _____ Date: _____
