EDAS REACH YP – How We Use Your Information
(Privacy Notice for Young People)

We know your personal information is important – and we want you to know how we look after it.

🧠 Who are we?
We're EDAS – a charity that supports people with things like drugs, alcohol, mental health, and learning and we provide the REACH YP Specialist Substance Misuse Service.

We're responsible for looking after any personal information you give us. This might include things like your name, date of birth, contact details, or information about the support you're getting.

📦 Where is your information stored?
- If you're getting support from EDAS REACH YP, your information is stored safely in a secure system called HALO (used across Dorset).

All of this is done in line with data protection law to keep your information safe and private.

🔐 Who can see your information?
Only people who need to see your information will have access to it – like your support worker.

- If you're getting support, we may share some information with other trusted services in Dorset if you've said it's okay.
- Some anonymous (non-personal) data is shared with NDTMS nationally to help improve services, but this can't be traced back to you.
- We never sell your information or use it for advertising.

⚖️ Why do we need your information?
We only collect what's needed to:
- Give you the right support
- Help you with learning or qualifications
- Meet legal or funding requirements

We'll always let you know why we're asking for something and whether you can choose not to give it.

🙋 Your rights – What you can ask us to do:

- **See your info** – You can ask what information we have about you.
- **Correct your info** – If something's wrong or missing, we can fix it.
- **Delete your info** – In some situations, you can ask us to delete your data.
- **Move your info** – You can ask us to send your data somewhere else.
- **Say no** – You can say no to your data being used in certain ways (like marketing).
- **Ask us to stop** – You can ask us to pause using your info while something is being checked.

Some requests can't be done straight away (for example, if you're still working with us or we're legally required to keep records), but we'll always explain why.

🧑‍💼 How can you contact us?

If you want to ask about your data or use any of your rights, you can contact:

📧 **Mindy** (Data Support & Data Protection Officer) – mindy.bartlett@edasuk.org (please write "DPO" in the subject)

😟 Not happy with how your data is handled?

If you're worried or upset about how your information is being used, please talk to us. You also have the right to make a complaint to the people who make sure data laws are followed (they're called the Information Commissioner's Office – or ICO for short).

🌍 Live Chat on our website

We use a safe chat system on our website called Click4Assistance. If you use live chat, your messages and some basic info (like your IP address) are stored securely. https://edasuk.org/contact/

🔁 Will this notice change?

Sometimes we may update this privacy notice. The latest version will always be on our website. If we make big changes, we'll let you know.