

How do I get a copy of my personal information?

You have a right to a copy of the personal information we hold about you. If you would like to have a copy, please write to:

CCIS Manager
Buckinghamshire County Council
CCIS Team
4th Floor County Hall
Walton Street
Aylesbury
HP20 1UA

Please include your full name, address, date of birth, telephone number and the last school you attended. We do not normally charge you for this. We will send your personal information to you within 40 days and you will be able to have any errors corrected.

If you need to know more

You can ask your youth worker or adviser or phone the Information Commissioner on 0303 123 1113 or visit www.ico.gov.uk.

Buckinghamshire County Council: Services for Young People

Data Protection and You: changes to how your information is held

Buckinghamshire County Council's Youth Service and its Connexions Buckinghamshire service are now working closely together. The County Council wanted them to combine their efforts and improve support for young people in Buckinghamshire.

To help these two services to work well together, Buckinghamshire County Council is combining the Youth Service and the Connexions Buckinghamshire databases into one single system in March 2017. This means that for the first time all the work done with you by your youth worker or your Connexions Buckinghamshire adviser can be seen by either service. This will help them to support you better.

In all other respects the way your information is held will not change. Read on to find out more.

Note: the Connexions Buckinghamshire service is part of the Adviza Partnership. In some schools, students may get extra careers advice from the Adviza Partnership which is paid for by their school; this is recorded in the same way as Connexions Buckinghamshire support.



Buckinghamshire County Council's Services for Young People

Buckinghamshire County Council offers impartial and confidential services to support young people. These services are delivered by its Youth Service and its Connexions Buckinghamshire service.

What is Data Protection?

The Data Protection Act 1998 says that Buckinghamshire County Council, the Youth Service and Connexions Buckinghamshire must protect your personal information by:

- keeping it safe and,
- not letting your personal information be seen or used outside of the Youth Service and Connexions Buckinghamshire without your agreement.

Where does my personal information come from?

Your school or college gives us your basic details. Most other personal information is recorded from conversations you have with your youth worker or adviser.

How is my personal information kept and for how long?

Most personal information is held on a computer database owned by Buckinghamshire County Council which is used by both the Youth Service and Connexions Buckinghamshire. Your youth worker or adviser may also hold information on a paper file.

We will keep your record until you are aged 23, but we may keep it longer if you have a disability or learning difficulty, have been in care, or have received support from us when you were aged 20 or older. In these cases we will keep your record until you are aged 28. If you complete a "Star" assessment, a copy is kept in a separate database for 7 years, but your name is not shown.

What personal information is held about me?

- **Name, date of birth and contact details**
This is so we can identify you and contact you.
- **Gender and ethnic origin**
This is to help us treat you fairly.
- **Careers you are interested in, your qualifications and experience, and if you have a learning difficulty or disability**
This is to help us give you the best advice for your future.
- **Contact we have had with you**
This helps us give you continuous support.

Who can see my personal information?

It can only be seen by local Youth Service, Connexions Buckinghamshire and key Buckinghamshire County Council staff, all of whom have signed a confidentiality agreement.

We may use some basic information about you to help us find out the best ways to support young people, but you would not be named in this type of research.

Will my personal information be shared?

You and your youth worker or adviser will decide who outside of the Youth Service and Connexions Buckinghamshire can see or use your personal information.

If you or your youth worker or adviser feel that it would help if some of your personal information were shared, you will be asked to complete a 'Data Protection and Me' form to give your agreement to this. You may change your mind at any time.

In exceptional circumstances we may share your personal information without your agreement, for example, if there is a risk of serious harm to you or another person.