

PRIVACY INFORMATION

Breakthrough Mentoring Service

Your Privacy Information.

Please read this in conjunction with the Council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

Your Information

This Privacy Information relates to the personal information we have collected from activities relating to the Council's Breakthrough Mentoring Service, which is an activity based mentoring scheme based in South Gloucestershire Council Health & Wellbeing Team. We have obtained your information either directly from you or via your parent; guardian, carer, power of attorney or other authorised person(s).

We work with people of all ages build self-esteem and resilience by empowering them to see their full potential. For further information please [visit this page](#).

We have made sure we will use your information according to the UK Data Protection laws by establishing your explicit consent when you signed up to receive this service.

How we'll use your information

We'll use your information to provide the above service you have requested whilst complying with the established lawful conditions.

Who we can share your information with

In order to provide the service you required we will only share your information with the following:

- Other South Gloucestershire Council departments
- Our partners who referred you or are involved in your care package

We may also share your information with others outside of the Council e.g. regulators and other public organisations for the detection and prevention of crime.

How long we'll keep your information

We'll keep your information for as long as you have a relationship with us and upon completion of the service your personal information will be kept for twenty years for those under 18 and seven years for those aged 18 and over.

We may retaining anonymised information about the service we provided to help us improve our services in the future.

Transferring your information overseas

Your information is not transferred and stored in countries outside the UK or the European Economic Area (EEA) for the provision of this service.

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Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it or to make a complaint about how we are handling it. If you have given us your permission to use your information you also have the right to withdraw that permission at any time in the future.

If you have any concerns about your information please contact us at Breakthrough@southglos.gov.uk or, if you do not have a computer and would like more information please contact us on 01454 86 4449.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their [contact page](#) or call them on 0303 123 1113.