

Child Friendly Privacy Notice

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Officer Responsible:	Director of Finance and Corporate Services
Delegated Delivery Responsibility:	GDPR Lead – Director of Finance & Corporate Services

1. Introduction

This is our Privacy Notice. A Privacy Notice tells you how we use your personal information, so you know what happens with it when people give it to us.

Sometimes there are links to other pages. You might want to ask an adult to help with these because it can be confusing.

You can also download a copy of this Privacy Notice here:

[Privacy Notice - Child V2.pdf](#)

2. Who are we?

We are Carers First and we help people who take care of others by giving them special help and information that is just right for them.

3. Personal Data? What's that?

Personal information (also known as personal data) is anything that can identify you. It can be things like your name, a photo of you or your email address, but it is also things like your online gamertag.

We usually collect things like your name, age, where you live, how we can contact you, details about who you care for, your health or wellbeing, and sometimes your background or beliefs. This helps us understand your situation, offer support that's right for you, and continue to improve what we do. We have to be very careful with some types of personal information, these are known as special category data. This could be something like an illness you have, or what religion you follow.

Carers First uses a lot of personal information. If you want to read the full list, you can find it on our Privacy Notice for Adults here: [Full Privacy Notice V7 .pdf](#)

4. Why do you need my personal information?

The main reason we need to use your personal information is to be able to provide you with the right help and support.

We are here to help young carers and to make sure they feel noticed and listened to while they help and care for others. To do this, we may use your personal information to provide you with information and support with your caring role, to put you in touch with support groups who can also help you, and for other things such as inviting you to social events for young carers to have some fun!

If we don't have your personal information, it could mean you miss out on the things we can do for you.

Sometimes we may also use your personal information to help keep you safe if you are at risk or in danger.

Sometimes we need to tell you more about what we are doing with your personal information. You can see some of these in the sections below.

5. So, you can use my personal information for anything?

No, we can't just do what we want, we have to follow special rules to be careful with your information. These rules are called our Lawful Bases. We usually use these four:

- To help you (Legitimate Interests): We use your information so we can give you the best support and advice possible. We always check this is fair and does not harm your rights.
- To keep you safe (Recognised Legitimate Interest): If we think you need extra help to keep safe, we will use your information to get you help right away. This is our most important job. The law says we don't always need to ask you first because protecting you is so important.
- When you say "Yes" (Consent): Sometimes we will ask you (or your parent or guardian), "Is it okay if we do this?" (like taking a photo). If you say "Yes," we do it. If you say "No," we won't take the photo. You can always change your mind at any time.
- The Law (Legal Obligation): There are some special laws that tell us we must keep your information to make sure everyone is following the rules and to help us keep you safe.

Extra Care for Special Information

Some information about you is extra special and needs even more careful handling (like details about your health if you're unwell, or what you believe in). We follow stricter rules for this, called Article 9 Conditions. We only use it when it's really important for helping you to stay healthy, happy, and safe - this is called being in the 'substantial public interest', which just means it's a big help for young carers like you.

6. Can anyone else see my personal information?

Sometimes in order to do our work we have to share your personal information, or other people might share it with us. We're very careful about how we do this, meaning there are even more rules.

We only share your information when we need to, so that we can help you or keep you safe. This can be with:

- People who look after you: Like teachers, schools, doctors, or your family (if they help you look after someone else).
- Groups that help us: Like local councils or other charities and support groups that run fun events or offer extra support.
- People who keep you safe: Like the police or other emergency services, but only if we need their help to look after you or make sure that you are ok.

We always make sure anyone we share your details with follow strict rules to keep your information safe and only use it for the right reasons. We don't usually send information outside of the UK, but if we ever do (like saving it on a very secure computer 'cloud'), we use extra strong protections (like special legal promises) so the safety of your information stays really high - just as good as here in the UK

You can see more information of who we could share with on our Privacy Notice for Adults:
[Full Privacy Notice V7 .pdf](#)

7. Do you keep my personal information forever?

No, we only keep your information for as long as we really need it to help you. Sometimes, we have to keep it for a few years (or even longer) because the law says we must. This is like following a set of safety rules to make sure we helped you properly in the past. For example:

- Everyday support information: Like your name or how we've helped you. We usually keep this for 6 years after we last helped you.
- Important safety records: If we were worried about you and had to help keep you safe, we might keep those notes until you are 25. This is so the information is there for you if you ever need to see it as an adult.

Once we don't need it anymore, we securely delete it or 'scramble' it so no one can tell it's yours anymore. If you want to know exactly how long we keep a certain piece of information, you can ask us anytime (or ask an adult to help) or check the full list in our Privacy Notice for Adults: [Full Privacy Notice V7 .pdf](#)

8. Do I have a say in what happens to my personal information ?

Yes, you do - you have important rights over your information. You (or a parent/guardian) can use them anytime - just ask us!

Here are some of your main rights:

- Show me (Right of Access): You can ask to see a copy of all the information we have about you.
- Fix it (Right to Rectification): If something isn't right (like the wrong school name, who you care for, or your address), tell us and we will fix it quickly.
- Stop for now (Right to Restrict): You can ask us to pause using your information if you're worried about how we're using it.
- Delete it (Right to Erasure): You can ask us to remove your information and forget it. We will do this unless the law says we must keep some (for example, to keep you safe or follow other important rules).
- Tell us to stop (Right to Object): If you don't want us to use your information in a certain way (like sending you lots of emails or invitations when you'd rather not get them), you can tell us to stop. We will usually do this straight away, unless we have a strong reason to carry on (for example, to protect you).
- Move it (Right to Portability): You can ask us to give your information to you or another group in a way that's easy to use on a computer (this usually applies when we've used your information with your permission or as part of an agreement).
- No computer only decisions (Right not to be subject to automated decision-making): We won't make important choices about you just using computers without checking with a person.

These rights are not always exactly the same – they can depend on why we're using your information (there are different rules for different things). If you want to use any of them, contact our Data Protection Officer using the details below. If you are ever unhappy with how we handle your information, you can also tell the Information Commissioner's Office (ICO) – they are the people who make sure we follow the rules. For more details, you can look at our Privacy Notice for Adults: [Full Privacy Notice V7 .pdf](#)

9. Who makes you follow all the rules?

We have someone at Carers First called our Data Protection Officer, and their job is to protect your information. This means that they make sure we are following all the rules, and that your information is safe. If they see something wrong, they tell us how we can fix it.

Because of how important it is to keep your information safe, and to follow all the rules, you can email or write a letter to our Data Protection Officer if you are worried about what we do:

Data Protection Officer

Email address: eddie.finch@carersfirst.org.uk

Postal Address: Unit 4, Michael Gill Building, Tolgate Lane, Rochester, Kent, England, ME2 4TG

The ICO are the people who make sure we follow the rules, and who tell us if we do things wrong. You can also email or write to them here:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Email: <https://ico.org.uk/make-a-complaint/>

You can find more information about the ICO here: www.ico.org.uk

10. Changes to this Privacy Notice

We might update this Privacy Notice sometimes. This could happen if the rules change, or if we make big changes to how we do things that affect how we use, or how we keep your information safe. If we make any changes, you can find them on our website.

The last time we updated this Privacy Notice was on 17th July 2026.