

# Children and Families Privacy Notice



Hi, we are Harrys Rainbow. We provide support to children and their families who have experienced loss.

We are registered with the charities commission under number 1194917.

Our offices are at

Suite 645, Milton Keynes

Business centre, Foxhunter Drive, Linford Wood, Milton Keynes, MK14 6GD.

You can contact our Data Protection Lead on

01908 061676 or email

[dataprotection@harrysrainbow.co.uk](mailto:dataprotection@harrysrainbow.co.uk)

This is our privacy notice which is how we explain what we do with information about you. We promise to look after it and make sure we are following the rules around how we use it.



If you have any questions about this notice, please give us a call or drop us an email and we can talk it through. You might also want to read this with your parent/guardian/caregiver who can help you to understand.

## What information do we collect and use about you?

We hold information about children and their families who have suffered a loss.

This will include things like your names, contact information for you or your parents/guardians/care givers and information about the ways we have helped you.

Your family might also have signed up to our newsletter so we would hold email details for this too.

We do all of this with your/your care givers consent which you can withdraw at any time if you don't want to be supported by us anymore.

If you would like to remove your consent you just need to email [dataprotection@harrysrainbow.co.uk](mailto:dataprotection@harrysrainbow.co.uk) and we will make sure we don't contact you anymore and will erase any information we hold, unless we need to keep it because the law or similar tells us to.

## Why do you need my/our information?



We need to know about you and the issues you are facing to be able to work together to make sure you are supported.

We will only work with you for the time that you need us. We might also talk to your school about how best to support you but we will only do that with your/your parents/caregiver's agreement.

## Who do you share my information with?



We won't share your information with anyone without your consent. That means if anyone else asks to see it we will ask you or your parents/caregiver first and if you say no, then it won't be shared.

The kinds of organisations we share information with (when you say we can) are your school and any companies and organisations we work with to provide you with support. We are happy to tell you exactly who if you want to know and would do this as part of the support we provide to you and your family.

Occasionally we are required by the law in this country to share information without consent.

## How long will you keep my information and where is it kept?



We will only keep the information you have given us or we have collected from your family/caregiver or your school for as long as you need our support. We usually keep some records of the support we gave you for 6 years after you have moved on from Harrys Rainbow but that is only where the law needs us to.

We keep all of your information in the UK and it's kept safe and secure so you don't need to worry about it.

## Your rights

Like everyone in the UK, you have rights over the ways we use your information. You can ask us to give you a copy of your information, explain how we are using it (which is what this notice does), to change it if it's wrong, to delete it, or to stop using it in a particular way.

If you would like to do any of these things (called rights requests) you can contact us using the email address and phone number at the top of this notice and we'll be happy to help.

You also have the right to complain to an organisation called the Information Commissioner if you are unhappy about something we've done or the way we've handled your rights request.

You can do that here.

[Make a complaint | ICO](#)

## Who can I talk to about this notice?

If you want to talk to someone about this privacy notice, or have any questions about how we use your information, or want to talk about your rights you can contact us using the contact information at the top of this notice.



