



There is a law called General Data Protection Regulations or GDPR.



This law has rules that make sure that any information about you is kept safe. Your Voice Counts will make sure we follow these rules.



We might collect information about you when you access our services and tell us about your support needs



We might also collect information about you from other people and organisations when they refer you to us for support



We usually keep your information for 6 years after we stop working with you unless you ask us not to.



You can ask for a copy of the information we keep about you.



You can ask for information about you to be changed or removed from the records we keep if you think we don't need your information anymore.



You can change your mind and tell us that you don't agree for us to keep your information anymore.

This is called withdrawing consent. You can do this by getting in touch with Your Voice Counts.



You can also get in touch with Your Voice Counts if you have any questions about this leaflet or what we do with your personal information.



Contact details

Jenny Rohde (Head of Operations)

jenny.rohde@yvc.org.uk

0191 478 6472



Complaints

You can make a complaint against Your Voice Counts if you are not happy with how your personal information has been used.

If you want to make a complaint you can contact the Information Commissioner's Office. This is their website:

<https://ico.org.uk/concerns>

You can also ring this number:

0303 123 1113

