

### **What is personal data?**

Personal data is any information that relates to you either directly or indirectly, for example this could be your name, your picture, your telephone number or where you live.

### **Why do you need my data?**

We need your personal data so that we can provide our service to you. The Council has a 'public task' to run the Integrated Youth Service and we can't provide that service and keep you safe without collecting your data. Don't worry, we won't ask you to provide any information unless we really need it. We'll make sure your data is held securely and only those who need to see your data will have access.

### **How long will you keep my data?**

We will keep your data until your 25<sup>th</sup> birthday and then securely destroy it.

### **Would my data be shared with any other parties?**

We will only share your data with those people and companies that are involved in providing a service to you. If we are requested to provide your information to anyone else, we will only do so if the law allows.

### **Can I have a copy of the information you hold about me?**

Yes, you have the right to know what information is held about you and ask for copies. There are a number of ways you can do this, the easiest way is to visit the Council's website and fill in a form

(<https://digital.flintshire.gov.uk/EFORMS/Eforms/EForm?service=Individual%20Rights%20Request#crmTab2>).

The other ways are send an email to [dataprotection@flintshire.gov.uk](mailto:dataprotection@flintshire.gov.uk), call 01352 702800 or write to:

Data Protection Team – Governance  
Flintshire County Council  
County Hall  
Mold  
Flintshire  
CH7 6NR

For further information about how Flintshire County Council processes personal data and your rights please see our privacy notice on our website –

<http://www.flintshire.gov.uk/en/Resident/Contact-Us/Privacy-Notice.aspx>

**Who do I complain to if I'm not happy?**

If you are not happy with how your personal data has been handled, for example if you think information about you is wrong and you want it correcting or you think it has been misused then you can email [dataprotection@flintshire.gov.uk](mailto:dataprotection@flintshire.gov.uk), call 01352 702800 or write to:

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In the UK, the Information Commissioner's Office uphold information rights and you have the right to complain directly to them if you are unhappy with how the Council has managed your data. Further information can be found on their website <https://ico.org.uk/make-a-complaint/> or by calling their helpline on 0303 123 1113