



## **Our Promise to Keep Your Information Safe**

At Scotty's Little Soldiers, we promise to keep your information safe and private. We will work with you and your family to make sure you get the help you need.

**Giving Permission:** Before we start helping you, we will ask for your permission. We will ask you who we can share your information with, like your school. You can change your mind and take back your permission at any time by telling a Scotty's Team Member.

**Talking with You:** When we talk to you, you can tell us anything privately. We won't share what you say with anyone outside the Scotty's Families Team unless we think you or someone else might get hurt.

**For Children:** *You can talk to me privately, and I won't tell anyone outside Scotty's what we talk about unless we agree to share it. But, if you tell me that you or someone else is getting hurt, I have to tell someone to keep you safe.*

**For Young People and Young Adults:** *You can talk to me privately about anything. I won't share what we talk about with anyone outside the Scotty's Team unless we agree to share it. But, if you tell me that you or someone else is getting hurt, I have to tell someone to keep you safe. If I have to tell someone, I will let you know first.*

**Keeping Your Information Safe:** We keep records of our conversations but we won't share them without your permission. If we think someone is in danger, we have to tell the right people to keep everyone safe. We will talk to you about this unless it would hurt someone else.

**Storing Your Information:** We keep your information safe and secure. We use Microsoft and Salesforce to store your data, and we don't keep paper copies for a long time. We follow all the laws to keep your information safe.

**Professional Help:** All our SUPPORT Team members talk to a professional supervisor about their work, but they don't share your name or your family's names. The supervisors also keep everything private.

**Keeping Notes:** We keep short notes about our conversations to help us remember what we talked about. These notes are typed and kept safe on our system.

**Sharing Notes:** We might share your notes with others if:

- You or your parent/carer ask us to and it won't think it will cause any harm.
- There is a legal requirement.
- There is an ethical duty.

**Your Rights:**

1. You can ask to see any information we have about you. If you think something is wrong, you can ask us to fix it. We will try to give you the information within four weeks.
2. If your information is accidentally or maliciously obtained by someone else, we will tell you within three days.
3. If you are worried about how we are keeping your information, please talk to us. If you are still unhappy, you can complain to the information commissioner's office.

**Safeguarding:** We are committed to keeping all children, young people, and young adults safe. Our core value is 'Families Come First,' and we promote this in our work. Everyone in our team knows they must report any concerns to protect our beneficiaries. We have a clear safeguarding policy to:

- Protect children from harm.
- Prevent impairment of children's health and development.
- Ensure children grow up in safe and caring environments.
- Take action to help children have the best possible outcomes.

Our Safeguarding Adults Policy ensures all adults have the right to live safely, free from abuse and neglect. We support beneficiaries all around the UK and sometimes abroad. We follow safeguarding procedures for the area where children live and work with external agencies.

If you have any concerns, please talk to our Designated Safeguarding Person (DSP). You can find our Safeguarding policies on our website.