



## **Privacy notice**

There are lots of different workers in the Sheffield Youth Justice Service. There are workers from the Police, Probation, Health and Sheffield City Council. You might work with workers from all or some of these places. They will be able to read the information your file, this includes:

- Your name
- Your address
- Your date of birth
- Your ethnicity (where you are from)
- The reason you are working with the Sheffield Youth Justice Service
- Information from your assessment

The workers will also talk to each other and share information to make sure we are working together to help you to finish your order.

The Youth Justice Service works with schools and social care and we will share information with workers from these services if we need to.

We will also share information with your family/carers if we need to. We will tell you when we are going to do this.

We have to tell the police if we know information about a crime that has happened or might happen. We also have to tell the police and/or social care if we know information that someone might get hurt.

### **How long we keep information about you for**

This depends on what the information about you is, why we need to keep it and what the law says. Sometimes the law says how long we have to keep the information about you. There are rules that the Sheffield Youth Justice service sets and we have to follow these rules. The rules tell us how long to keep the information about you and how to get rid of it.



## **Complaints /compliments**

The law tells the Youth Justice Service what we have to do. This means the Youth Justice Service can't change some of the things we do. Some things can be changed or made better. We want to know what you think.



Compliment: tell us what things you like so we can keep on doing them or make them even better.



Complaint: tell us what things you don't like so that we can work with you to try to make them better for you and for other young people and families.

There are lots of ways to make a compliment or a complaint.

You can talk to somebody in the Youth Justice Service. You can contact your worker, a manager or a senior manager by telephone (0114 2288555), or by email [youthjusticeservice@sheffield.gov.uk](mailto:youthjusticeservice@sheffield.gov.uk), or by letter to Youth Justice Service, Star House, 43 Division Street, Sheffield, S1 4GE.

You can talk to somebody who doesn't work in the Youth Justice Service. You can call Sheffield Council Customer Services on 0114 273 4567 and you can find information on this website <https://www.sheffield.gov.uk/content/sheffield/home/your-city-council/make-complaint-council-service.html>