

WF-I Can Chatbot Privacy Policy

Who We Are

WF-I Can is a wellbeing website for children and young people in the Wakefield District, delivered by Young Lives Consortium.

Young Lives Consortium ("we", "our", or "us") is committed to protecting your privacy and handling personal information responsibly in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how information is collected, used, and protected when you use the WF-I Can Chatbot.

What the Chatbot Does

The WF-I Can Chatbot is designed to provide information, signposting, and wellbeing support to children and young people.

The chatbot is not a counselling service, emergency service, or crisis support service. It should not be used to report emergencies, safeguarding concerns, crimes, or situations where someone is at immediate risk of harm.

In an emergency, users should contact 999 or seek help from a trusted adult or appropriate professional service.

What Information We Collect

When you use the chatbot, we may collect:

- Questions and messages entered into the chatbot
- Information voluntarily provided during conversations
- Technical information such as device type, browser type, and usage statistics
- Feedback provided about the chatbot service

We ask users not to share unnecessary personal information such as full names, addresses, passwords, bank details, or other sensitive personal data.

How We Use Your Information

Information collected through the chatbot may be used to:

- Provide responses and information requested by users
- Improve the quality and accuracy of chatbot responses
- Monitor website performance and user engagement
- Identify common themes and information needs

- Support the development of new content and resources
- Maintain the safety and security of the service

Where possible, information will be anonymised before being used for reporting or service improvement purposes.

Safeguarding and Safety

The WF-I Can Chatbot is designed to provide information and signposting only.

If a user discloses information that suggests they or another person may be at risk of significant harm, abuse, exploitation, or criminal activity, the chatbot may direct them to appropriate support services, including emergency services, safeguarding services, or the police.

Users should not rely on the chatbot as their sole source of support during a crisis or emergency.

Legal Basis for Processing

Under UK GDPR, we process information using one or more of the following lawful bases:

- Consent
 - Legitimate Interests
 - Legal Obligation (where required by law)
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Data Sharing

We will not sell personal information.

Information may only be shared:

- With approved technology providers who support the operation of the chatbot
- Where required by law
- Where necessary to protect someone from serious harm
- With relevant authorities if there is a legal obligation to do so

Any third-party providers used to support the chatbot will be required to comply with data protection legislation.

Data Storage and Security

We take appropriate technical and organisational measures to keep information secure and protect it from unauthorised access, loss, misuse, or disclosure.

Chatbot conversations may be stored securely for service monitoring, quality assurance, safeguarding, and improvement purposes.

How Long We Keep Information

We will only keep information for as long as necessary to:

- Deliver and improve the chatbot service
- Meet legal and regulatory requirements
- Support safeguarding responsibilities where applicable

Information that is no longer required will be securely deleted or anonymised.

Your Rights

Under data protection law, you have the right to:

- Access your personal data
 - Correct inaccurate information
 - Request deletion of your data
 - Restrict how your data is used
 - Object to processing
 - Request a copy of your personal data
 - Withdraw consent where consent is the lawful basis for processing
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Contact Us

If you have any questions about this Privacy Policy or how your information is used, please contact:

Young Lives Consortium

Lightwaves Leisure Centre, Wakefield WF1 3LJ

Email: info@ylc.org.uk

For more information about your data protection rights, you can contact the UK Information Commissioner's Office (ICO).

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