

## Brightside mentoring platform: security information and child protection

**Update, March 2020:** We understand that the Covid-19 pandemic may prompt questions about the availability of the Brightside platform. We have robust risk management systems in place and can reassure partners, schools and users that our platform remains operational, secure and supported. It is important to us that young people continue to have access to their mentoring support at this challenging and uncertain time and our technology is (and will continue to) operate as usual.

### Online platform

- All of Brightside's websites comply with latest data protection regulations.
- All messages, URLs and attachments sent over the platform are visible to and monitored by the mentoring coordinator.
- In order to use the online mentoring service, young people must be registered with Brightside and they must have a unique username and password.
- The online mentoring platform has a security certificate and is a secure site.
- It is agreed and understood by all users that communications between a mentor and a mentee shall only take place through the Brightside site.
- If any face to face meetings take place, these will be organised by the mentoring coordinator.
- All messages are passed through an automatic filter system; if any concerning language or external documents or websites are detected, the message will be held in moderation and the mentoring coordinator will check the context before passing it through.
- Mentors and mentees have the ability to flag any messages they are concerned about or wish to report. This sends the message into the moderation queue for checking.
- All site users are allowed to have profile pictures (within guidelines), which must be approved by Brightside administrators.

### Looking after mentees and their data

- All representatives of the organisations involved and participating mentors have undergone an enhanced criminal records check processed through the Disclosure and Barring Service (DBS) in accordance with the Rehabilitation of Offenders Act 1974 (Exceptions Order 1975) and the Police Act 1997 (Criminal Records) regulations, and hold valid DBS certificates.
- Brightside and its partners respect users' privacy and recognise the importance of protecting the information collected about them. All parties are contractually obliged to keep users' personal data secure and confidential.
- All mentors are fully trained.
- The mentoring relationship is confidential. However, should the mentor consider that their mentee is at risk of being harmed or harming others, the mentor is obliged to pass this information to the mentoring coordinator and Brightside to take appropriate action.
- In order to improve users' experience and future mentoring projects, Brightside staff members may approach some mentees to receive their feedback and insights about the project they participated in to use for case studies and marketing material. If the project is led by a partner mentoring coordinator, this would be discussed with them first.

For more details on the above, please [click here](#) to read our full Privacy Policy.