

Privacy Policy

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1. Introduction

At Nottinghamshire Mind, we want everyone who supports us, or who comes to us for support, to feel confident and comfortable with how any personal information you share with us will be looked after or used.

Everything we do, we do to ensure that we can help people experiencing a mental health problem get both support and respect. We want to make sure you receive the communications that are relevant to you.

This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

2. Definitions

Personal Information/Data is any information that can be used to identify a living person; i.e. data through which an individual can be identified, or is potentially identifiable, either directly or indirectly, from one or more pieces of data or from factors specific to the individual.

Sensitive Personal Information/Data - Data protection law recognises that some categories of personal information are more sensitive. Sensitive personal information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation, or religious beliefs.

3. What information we collect

We currently collect and process the following information:

Personal identifiers:

- Name
- Date of Birth and/or Age
- Home Address (and Postal Address if different)
- Email Address(es)
- Telephone Numbers – landline and mobile
- NHS Number
- Client reference number (as used/provided by referring organisations)

Employee and Volunteer related:

- Banking, Pension and Tax information

- National Insurance Number
- DBS Certificate Number
- Driving Licence Number
- Passport Number and/or Right to Work Identifier

Donor and Customer related:

- Credit and/or Debit card details

Third party related, through which an individual may be identified:

- Referring organisation/agency (such as job title, work email address)
- Partner organisation/group (such as their role within this group or a personalised email address)
- Contractor or Supplier contact information

We will have been given some or all of this information by an individual when making a donation, registering for a service, event or any of the other ways to interact with us. We may also collect and store information you provide in any communications between us.

4. How and why we collect information

Direct collection of information

Most of the personal information we process is provided to us directly by you. This could be if you ask us about our activities, register with us for training or an event, make a donation to us, ask a question about mental health, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, contact us through our website or social media or get in touch through the post, by email or in person.

We collect this information from you, for one of the following reasons:

- To provide services to you.
- To update you with important administrative messages about your donation, an event or services you have requested.
- To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions.
- To keep a record of your relationship with us.
- Record details of where you volunteer with us and to administer the volunteering arrangement.

Indirect collection of information

We also receive personal information indirectly from the following sources, for the following reasons:

- Organisations and agencies who may, with your consent, refer you to our services.
- Donation and fundraising platforms, such as JustGiving, in order to transfer monies that you have donated.
- Payment and banking platforms, such as PayPal, in order to process your payment for merchandise or services.

We use the information that you have given us in order to:

- Provide services to you, including provision of relevant supporting information.
- Respond appropriately to enquiries received.
- Process payments and donations.
- Maintain accurate records of our communication and contacts with you, and yours with us.

If you do not provide this information, we will not be able to process your donation, sign you up for a particular event or provide services.

When you visit our website

We gather general information which might include which pages you visit most often and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We also use "cookies" to help our site run effectively. There are more details on this in our Website Privacy Notice and our Cookies Policy.

We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website.

5. Sensitive Personal Information

If you share your personal experience or the experiences of a friend or relative, we may also collect this health information. If you provide us with any sensitive personal information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Policy.

If you contact us through our phone lines or in other more general communications with us such as blogs or emails, you may choose to provide details of a sensitive nature.

We will only use this information:

- For the purposes of dealing with your enquiry, training and quality monitoring or evaluating the services we provide.
- We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm, posing a threat to others, or children contacting us and sharing serious issues such as physical abuse or exploitation.
- Where you have given us your express consent or otherwise clearly indicated to us that you are happy for us to share your story, then we may publish it on our blog or in other media.

5.1 Information about Children and Young People

We sometimes receive limited data about children if they decide to fundraise for us, and we will collect data about children for events we organise specifically for young people or where they agree to volunteer for us. Wherever possible, we will ask for consent from parents to collect information about children and young people under the age of 16.

6. Lawful basis for processing your data

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing your information are:

- a. Your consent
- b. We have a legitimate interest

Consent

In most cases, we will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you (for example, because you have been referred to one of our services, you have made a donation or you have placed an order on our website) or where we are obliged to do so for legal purposes (for example, dealing with complaints and claims), or for complying with guidance from the Charity Commission.

You are able to remove your consent at any time. You can do this by contacting dataprotection@nottinghamshiremind.org.uk

However, please be aware that if you remove, or decline, consent for us to process your personal information this may impact on our ability to provide you with a full service and/or respond to your enquiry appropriately.

Legitimate Interest

There are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for Nottinghamshire Mind to process your information to help us achieve our vision.

Whenever we process your personal information under the 'legitimate interest' lawful basis, we make sure that we take into account your rights and interests. Some examples of where we have a legitimate interest to process your personal information are where we respond to your request for information about our work or services; send out newsletters about work; use your personal information for data analytics or contact you to ask for feedback to improve our services.

7. Marketing

We will only contact you about our work and how you can support Nottinghamshire Mind if you have agreed for us to contact you for this purpose. We will ask you which means of communication you wish to be contacted by, and we will only contact you using the means that you have identified.

You can update your choices or stop us sending you these communications at any time by contacting us directly or by emailing dataprotection@nottinghamshiremind.org.uk

8. Sharing your information

The personal information we collect about you will mainly be used by our staff (and volunteers) so that they can support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

Sharing your information with third parties

We may share your information with our trusted partners and suppliers who work with us or on our behalf to deliver our services. Processing of this information is always carried out under our instruction.

We make sure that they store the data securely, delete it when they no longer need it and never use it for any other purposes.

The contracts we enter into with these service providers require them to comply with Data Protection legislation and ensure that they have appropriate controls in place to secure your information.

Legal duty to disclose

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations, and codes of practice or in response to a valid request from a competent authority); or, in order to enforce our conditions of sale and other agreements.

9. Keeping your information safe

We take looking after your information very seriously. We have implemented appropriate physical, technical, and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction, and loss.

Unfortunately, the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

Any debt or credit card details which we receive on our website are passed securely to our payment processing partners, according to the Payment Card Industry Security Standards.

10. How long we hold your information for

We only keep your information as long as it is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations (for example, the collection of Gift Aid). Our records retention procedure is available on request.

11. Your data protection rights

Under data protection law, you have various rights in respect of the personal information we hold about you including:

Your right of access - You have the right to ask us for copies of the personal information we hold about you.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances, for example where it is no longer necessary for us to use it, you have withdrawn your consent or where we have no lawful basis to keep it.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information where you have asked for it be erased or where you have objected to our use of it

Your right to object to processing - You have the right to object to the processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis. You also have the right to object where we are processing your personal information for direct marketing purposes.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in a structured, commonly used, electronic form, so it can be easily transferred.

Right to decline automated decision making – Although Nottinghamshire Mind does not currently carry out any automated decision-making itself, some of the third party platforms we use – such as Indeed and LinkedIn – may have in-built automation that Nottinghamshire Mind has no control over. Users of these platforms should ensure they read the Terms & Conditions and Privacy Policies of the relevant platform.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

12. Exercising your rights under this policy

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To aid us in responding in a timely manner to your request, we ask that you make your request in writing and provide us with evidence of your identity.

If you wish to make a request, please contact us at:

Email: dataprotection@nottinghamshiremind.org.uk

Post: Nottinghamshire Mind, Head Office, 6 Hardy Street, Worksop S81 0EH

Telephone: 0800 470 0203

13. Monitoring

Your communications with our teams (including by telephone or email) may be monitored and/or recorded for training, quality control and compliance purposes to ensure that we continuously improve our customers service standards.

14. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Email: dataprotection@nottinghamshiremind.org.uk

Post: Nottinghamshire Mind, Head Office, 6 Hardy Street, Worksop S81 0EH

Telephone: 0800 470 0203

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Helpline number: 0303 123 1113 | ICO website: <https://www.ico.org.uk>

15. Further information

To find out more about this policy and how we look after your personal information, contact us by email at dataprotection@nottinghamshiremind.org.uk or by phone on 0800 470 0203.

16. Version Control

Version Number	Purpose/Change	Owner/Author	Date	Review
1.0	Created	Nic Roberts, CEO	April 2018	
1.1	Reviewed and updated in line with MQM & reformatted to policy template	Katie Freeman, Project Support	October 2022	Nov 2023

Date Adopted by Trustees	Date Published	Date for Next Review
25/11/2022	03/01/2023	Nov 2023
<i>Approved by</i> Roger Stendall, Chair Christina Bond, Trustee Maria Teresa Ferazzoli, Trustee		

17. Related policies

- Information Governance and Data Protection
- Confidentiality
- Cookies Policy

18. Appendices

Appendix 1 – Website Privacy Notice

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We want everyone who contacts us, or who comes to us for support, to feel confident and comfortable with how any personal information you share with us will be looked after. Our Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you). This Privacy Notice sets out how we do this when you interact with us through our website.

If you wish to read our full Privacy Policy it is available on our website or a copy can be obtained by contacting us using the details below.

Who we are

At Nottinghamshire Mind, we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "data controller" for the purposes of the Data Protection Act 2018 and the EU General Data Protection Regulation 2016 ("Data Protection Law"). This means that we are responsible for the processing of your personal information.

For further information about our privacy practices, please contact our Data Protection Officer by:

- Writing to Nottinghamshire Mind, 6 Hardy Street, Worksop, Notts S80 1EH
- Calling us on 0800 470 0203
- Emailing dataprotection@nottinghamshiremind.org.uk

Use of Cookies

When you first visit our website, we will ask for consent to set any cookies (and to process any personal data collected by these cookies) which are not strictly necessary to make our pages work: you will be able to set your preferences at this stage. Where cookies are strictly necessary, we consider that we have a legitimate interest in processing the personal data they collect.

You can always withdraw your consent by clearing cookies from the cache in your computer and rejecting them next time you visit our site.

What are cookies?

Cookies are small text files placed on your computer, phone or other device by websites you visit.

They do not store or collect information about you such as your name but will instead collect information related to, for example, the devices you use to access the internet,

your browser and your browsing history. Cookies are widely used to make websites work more efficiently for visitors, and to provide information to the owners of the site.

What are tags?

We use tags to transfer data collected from visitors to our websites to external sources like Facebook. We use them to track:

- Your interactions with our websites and digital adverts (for example, when you've downloaded content, clicked on an advert or viewed a video)
- What pages you visit on our sites, how long you spent on those pages, how you got there and when you left them. This information can also be used to monitor digital advertising performance.

If you haven't given permission for us to set cookies through the cookies banner that would have popped up when you first visited this site, your visit (and how you got here) won't be tracked by us. However, if you visit this site using a different device and/browser in the future, you will need to provide us with your cookie preferences again.

Downloads & Media Files

Any downloadable documents, files or media made available on this website are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available users are advised to verify their authenticity using third party anti virus software or similar applications.

We accept no responsibility for third party downloads and downloads provided by external third party websites and advise users to verify their authenticity using third party anti virus software or similar applications.

Contact & Communication With us

Users contacting this us through this website do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use.

Where we have clearly stated and made you aware of the fact, and where you have given your express permission, we may use your details to send you products/services information through a mailing list system. This is done in accordance with the regulations named in this privacy notice, and in line with our own Data Protection, Privacy and Confidentiality Policies.

Email Mailing List & Marketing Messages

We operate an email mailing list program, used to inform subscribers about services, information and consultation activities. Users can subscribe through an online

automated process where they have given their explicit permission. Subscriber personal details are collected, processed, managed and stored in accordance with UK data protection legislation. Subscribers can unsubscribe at any time through an automated online service, or if not available, by emailing us at dataprotection@nottinghamshiremind.org.uk

Email marketing messages may contain tracking beacons/tracked clickable links or similar server technologies in order to track subscriber activity within email marketing messages. Where used, such marketing messages may record a range of subscriber data relating to engagement, geographic, demographics and already stored subscriber data.

External Website Links & Third Parties

Although we only look to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout this website. (External links are clickable text/banner/image links to other websites.)

Shortened URL's; URL shortening is a technique used on the web to shorten URL's (Uniform Resource Locators) to something substantially shorter. This technique is especially used in social media and looks similar to this (example: <http://bit.ly/zyVUBo>). Users should take caution before clicking on shortened URL links and verify their authenticity before proceeding.

We cannot guarantee or verify the contents of any externally linked website despite our best efforts. Users should therefore note they click on external links at their own risk and we cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Social Media Policy & Usage

We adopt a Social Media Policy to ensure our business and our staff conduct themselves accordingly online. While we may have official profiles on social media platforms users are advised to verify authenticity of such profiles before engaging with, or sharing information with such profiles. We will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be instances where our website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page.

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