

Derbyshire Mind Privacy Statement

The privacy and security of your personal information is extremely important to us. We want to explain how and why we use your personal data, to make sure you stay informed and can be confident about giving us your information.

This applies if you're a supporter of Derbyshire Mind (member, donor, volunteer, contractor, employee) or use any of our services, visit our website, use our social media, email, call or write to us.

We will never sell your personal data and will only share it with your consent, when required by law, or in line with our service agreements, policies and procedures.

About Derbyshire Mind

Derbyshire Mind is a local mental health charity within the national Mind network. Our focus is on improving mental health and wellbeing for people across Derby and Derbyshire. We provide a range of community mental wellbeing services designed to support local people with mental health problems as well as the wider population. We are a registered charity no: 1041116 and a Company Limited by Guarantee Registered in England and Wales no: 2942312. Our Information Commissioners Office registration number is ZA229838.

We process personal information to enable us to provide a voluntary service for the benefit of the public in Derbyshire and Derby City. We manage our employees and volunteers and maintain our own accounts and records. Individuals can become members of the organisation and register with us to receive information and updates from us via our mailing systems and social media.

What personal data do we collect?

Your personal data (any information which identifies you, or which can be identified as relating to you personally for example, name, address, phone number, email address) may be collected and used by us. In line with GDPR regulations, we will only collect the personal data that we really need. We typically collect personal data in connection with specific activities such as employment, volunteering, membership requests, use of our services, donations and fundraising etc.

Personal data provided by you and created by your involvement with us

You provide us with your personal data when you become an employee, volunteer, use our services and work with a member of staff, by using our website or participating in our social media functions, by donating or fundraising for us or by corresponding with us (by phone, email or by joining as a member/supporter/customer).

The type and amount of personal data we hold will vary depending on the type of interaction with us but may for example include name, address, date of birth, age, gender,

demographic information, email address, telephone numbers, photographs, opinions, usernames or passwords, case notes detailing the support we provide to you, and whether donations are gift-aided if you donate to us.

Your connection with us will result in personal data being created. This could include details of how you've helped us or been involved with our activities. If you decide to donate to us then we will keep records of when and how much you give to a particular cause and you may have consented to us having publicity information or photographs to help celebrate this achievement.

If you interact with us via our website we may automatically collect some of the following information for example: Information about your visit to the site, including, but not limited to the full Uniform Resource Locators (URL) and query string, clickstream to, through and from our website (including date and time), page response times, download errors, length of visits to certain pages, page interaction information.

Information from Third Parties

In line with our contracts for our services, we may be provided with information from other people or organisations. This may be at the point of referral or during the course of our work with you. We will share this with you unless we are prevented by law.

Information to Third Parties

In accordance with our contracts for our services, for example Crisis Services, we will typically send anonymised unidentifiable reporting data so that activity levels can be analysed and local need can be understood.

Sensitive personal data

At times we will collect sensitive personal data for Equal Opportunities monitoring but this is only ever analysed at an aggregate anonymised level. Sensitive data relating to personnel files or individual case files are kept safe secure and confidential in line with our Confidentiality and Data Protection policies and procedures.

How we use your personal data

We will only use your personal data on relevant lawful grounds as permitted by GDPR data protection legislation. Personal data provided to us will be used for the purpose, or purposes outlined with you at the start of your interaction with us and where appropriate, in accordance with any preferences you express.

Your information is confidential to us and will only be shared with individuals or agencies outside of Derbyshire Mind where there is a clear, legitimate reason for doing so, a legal requirement such as HMRC, with your consent, or consent of someone with formal authority to act on your behalf, or if it is anonymised and unidentifiable. There may be exceptional circumstances where we may need to provide your information without consent. For example, if you disclose information that raises concerns about your safety or the safety of others or if disclosure is required by the police, or any other regulatory or government authority investigating suspected illegal activities. If we need to provide

your details we will let you know at the earliest opportunity and keep you informed.

Below are the main uses of your data based on the nature of our relationship with you.

Working for Derbyshire Mind: If you are a member of staff or volunteer then we may collect extra information about you (e.g. references, criminal records checks, details of emergency contacts, medical conditions etc.). This information will be retained for legal or contractual reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes. Depending on the nature of your role with us we may hold additional information that is linked to the management of our services or organisation (e.g. supervision records, accident records and so on).

Using Derbyshire Mind services: Some of our services can be accessed anonymously, but other services will require that we collect extra information about you to ensure that we can provide you with high quality support and fulfil our contractual or legal obligations.

If you are using our wellbeing services you may, for example, be invited to share details about your health or accessibility requirements so that we can ensure your safety and make accommodations for your accessibility needs.

If you access our Crisis Services or Supported Self Help service, we will collect details about your current mental health and wellbeing and a record of the support we provide to you. This information will be retained for legal or contractual reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes.

Living Well services are provided by a multi-agency team of which Derbyshire Mind is part. The team is made up of staff employed by Derbyshire Healthcare NHS Foundation Trust, Derbyshire County and Derby City Local Authority Councils and a range of Voluntary, Community and Social Enterprise organisations. By consenting to use the Living Well service people are consenting to their information being shared with all members of the multi-agency team.

Depending on the nature of your relationship with us we may hold additional information that is linked to the specific nature of your interaction with us, for example if you have been involved in an accident or incident.

Fundraising: We will not send any marketing communications requesting donations but will ensure information is available for those who want to fundraise or donate on our behalf. In agreeing to become a member, our news and information mailings may sometimes include options about how to raise money should you wish to donate or how you can get involved in activities. This information is also available via our website and social media.

Marketing communications: You may be a member of Derbyshire Mind or have signed up to one of our mailing lists. If so, we may send you information about our activities and services, latest news and opportunities for you to become involved with us. We may also

at times share information about other activities that are taking place in the local mental health sector or in the Mind network that may be of interest to you. You may also have decided to follow us via social media so that you can keep up to date with services, interact and keep in touch via our website, Facebook, LinkedIn, or Instagram.

We will only communicate directly with you in these ways if you have agreed to it, and you are entitled to change your mind and unsubscribe from us at any stage. We will never share your information with companies for inclusion in their marketing.

Data Retention and Security

We ensure that the data we collect is kept up to date, accurate and not held without a lawful reason or for longer than necessary. The length of time we will retain your data depends on the reason why we have the information and requirements set out by law or our contracts. For example, we hold financial records for 6 years in line with laws such as the Charities Act. We have a Retention and Disposal Schedule which sets out our requirements and timeframes for the retention of data.

Derbyshire Mind will take all reasonable precautions to protect all personal data that we hold and process. All hard copies of personal data are stored securely with restricted access. All information held electronically is protected securely in line with our IT Policy and associated procedures.

Your Rights

You have a right to ask what information we hold about you and we will ensure that you can easily get answers to any questions you have about why and how your information is used.

If you want to access your data please contact us so that we can process this for you. We must do this within a month, and we will talk through what will happen so that you are clear on this.

If you become aware that the personal information we hold about you contains errors, omissions or inaccuracies then you can ask us to rectify, erase or destroy this information. There may be times when legally we cannot erase or delete certain information, but we will explain this to you if this applies to your data.

We have a number of other policies and procedures that are associated with this Privacy Statement. If you have any questions in relation to this privacy statement or how we use your personal data they should be directed to enquiries@derbyshiremind.org.uk or Derbyshire Mind, Derby West Business Centre, Ashbourne Road, Mackworth, Derby. DE22 4NB.

Data Protection Complaints Process

This process is intended to meet the requirements of the Data (Use & Access) Act. If someone considers that we have infringed data protection legislation (or the personal information of someone they're acting on behalf of) they can complain to us. If it is not clear that a complaint concerns data protection specifically, steps will be taken to clarify, and complaints may be referred to our general complaints policies and procedures where required. All data protection complaints will be dealt with under this process.

We will tell people that they have the right to complain by publishing this process on our website, through our privacy notice and in response to Subject Access Requests.

Ways to complain

Complaints can be sent via the 'Contact us' section of our website or sent directly to enquiries@derbyshiremind.org.uk. Complaints will be accepted through other channels if people choose not to use these methods. A person complaining through social media will be asked for an alternative contact method. The Head of Central Services should be notified of any complaint immediately. They will acknowledge the complaint and begin an investigation or advise another senior member of staff to investigate.

Information we need to investigate complaints

Complainants should tell us what their specific complaint concerns e.g.:

- the way we've responded to their subject access request (SAR), or other rights request;
- the security measures we've used to store their information (e.g. someone who has been impacted by a data breach); or
- how we've collected or used their personal information (e.g. where we've stored it, how long we've kept it for, or its accuracy).

They should tell us the Derbyshire Mind service(s) they have engaged with and the names of any staff members who have handled their information, along with any relevant dates.

We may ask for proof of identity prior to commencing investigations, this will take the form of a document containing the complainant's name and address. Some one may make a complaint on behalf of another person; in this case we will check that they are authorised to do so. The evidence will depend on the circumstances, but examples include

- an appropriate power of attorney; or
- a signed letter of authority from the person they are acting on behalf of.

What we will do

We will acknowledge receipt of complaints within 30 days. The 30 days start the day after the complaint is received.

We will investigate the complaint without undue delay. This will include gathering information including:

- looking at all the relevant facts thoroughly, fairly and accurately;
- speaking to relevant members of staff;
- comparing the information from the complaint with the information we hold; and
- checking we've upheld our own terms, policies and standards.

Where necessary we will ask the complainant for clarification, and what outcome they are looking for. The time taken to investigate will depend on the complexity and scale of the issue, and the investigation will be proportionate to the circumstances.

We will keep the complainant updated on the progress of the investigation; this will cover projected timeframes and explanations of any delays. They will also be given a point of contact for any questions.

On completion of the investigation, we will advise the complainant of the outcome. We will clearly explain what we've done to resolve the complaint and any actions we've taken as a result. If we judge that we have complied with data protection law we will explain how we've reached this conclusion.

We will inform the complainant that they have the right to complain to the ICO and the method for doing so: [Make a complaint | ICO Helpline 0303 123 1113](#)

We will record our actions including:

- the date we received the data protection complaint;
- our acknowledgement;
- any relevant conversations and documents;
- the outcome of the complaint; and
- any actions taken because of the investigation.

Complaints will be reported to the Governance sub-committee through the usual reporting process.