**General Privacy Notice**

1. **Introduction**

1.1 Mind in Furness is committed to protecting and respecting your privacy and personal data, in line with the General Data Protection Regulations (GDPR).

1.2 This notice explains the legal basis under which we collect and process information, when and why we collect personal information about people who we support, how we use it, the circumstances under which we may disclose it to others, how we keep it secure, how long we will keep it for and how you can seek changes to any information that is kept.

1.3 Any questions regarding this and our privacy practices can be raised with the Manager of your service or our Chief Officer

**2) Who is Mind in Furness?**

2.1) Mind in Furness is a mental health charity, we deliver services in the borough of Barrow in Furness and Millom. Many of our services are delivered in partnership with other organisations. If this is the case in a service you are being supported by the team will let you know who our partners are. Mind in Furness is a Registered Charity No. 1143600 and a Company Limited by Guarantee No. 07693277. Web site: [www.mindinfurness.org](http://www.mindinfurness.org) The Registered Address for all correspondence is: Mind in Furness, The William Bingley Centre, 64 School Street, Barrow in Furness, Cumbria. LA141EW. Telephone: 01229 827094

**3) How we collect information from you:**

**3.1 When you interact with us directly:** This could be if you ask us about our activities, register with us for support, make a donation to us, ask a question about mental health, purchase something, or otherwise provide us with your personal information. This includes when you phone us, visit our website, make a purchase from our shops, or get in touch through the post, or in person.

**3.2 When you interact with us through partners or suppliers working on our behalf:** This could be if you access a service such as Cumbria Mind Infoline or our work which is delivered through a trusted organisation working on our behalf and always under our instruction.

**3.3 When you interact with us through third parties:** This could be if you provide a donation through a third party such as Virgin Money Giving that we work with and provide your consent for your personal information to be shared with us.

**3.4 When you visit our website:** We may 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 use "cookies" to help our site run effectively.

**4) Why do we collect information from you?**

**4.1 Personal Information**

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number and credit/debit card details (if you are making a purchase or donation), as well as information you provide in any communications between us.  You will have given us this information whilst getting support from our services, making a donation, registering for an event, or any of the other ways to interact with us.

* 1. **We will mainly use this information**:
* To aid our support provision and provide the service you have requested
* Develop a support plan and risk assessment and keep you Safe.
* To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.
* To keep a record of your relationship with us.
* Where you volunteer with us, to administer the volunteering arrangement.
* To contact you about our work and how you can support Mind in Furness
* To invite you to participate in surveys or research relating to our work and development
* To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions.
* To update you with important administrative messages about your donation, an event or services you have requested.

**4.3 A special note about the Sensitive Personal Information we hold**

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.

If you contact us at Mind in Furness through one of our services, you may choose to provide details of a sensitive nature.

We will only use this information:

* For the purposes of dealing with your enquiry, to support you, 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 concerns about serious self-harm, or posing a threat to yourself, others (including children) or other 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 Facebook page, website or in other media.

**5) Data collection and Storage**

When you give us personal information, we take steps to ensure that it’s treated securely. Any sensitive information is held on electronic care systems that only staff supporting you and their Managers have access to, (all online systems are password protected) or hard copies that are kept in locked cabinets when not being accessed by staff.

We will hold your personal information on our systems whilst still supporting you or up to 3 years after we cease to support you. This is a requirement of our Insurers

**6) Confidentiality**

All staff and volunteers across our organisation and our partner organisations are bound by confidentiality agreements. We would only share your information with third parties if required to do so to maintain your safety, the safety of others or if required to do so by law, for example by a court. In these cases we would only disclose the personal information necessary to ensure that you receive the support you need. e.g. health professionals, local authority safeguarding teams, or the police. If this is necessary we will only disclose the personal information that is necessary to ensure that you receive the support you need.

**7) Your rights**

As a data subject, you have a number of rights. You can:

* access and obtain a copy of your data on request;
* require the organisation to change incorrect or incomplete data;
* require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
* object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
* ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

**8)** If you do not provide the requested information, we may not be able to process your donation, sign you up for a particular event or provide goods and services you have requested.