

## Solihull Mind

### Privacy Notice

#### 1. Our contact details

**Name:**

Solihull Mind

**Address:**

14-16 Faulkner Road  
Solihull  
B92 8SY

**Phone Number:**

0121 742 4941

**E-mail:**

contact@solihullmind.org.uk

**Website:**

[www.solihullmind.org.uk](http://www.solihullmind.org.uk)

**Data Protection Officer: Nick Woodman.**

#### 2. The data we collect

##### 2.1 The type of personal information we collect

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 most relevant to you, be it through receiving support from one of our services, visiting our website or receiving emails, post or phone calls. We want to make sure you receive the best attention when you book on an event; become a member, volunteer or member of staff; or make a donation.

To be able to provide the best services and support we need to collect and use information; this is called processing data. The processing of personal information is subject to law, in particular, the UK General Data Protection Regulation or UK GDPR, and is overseen by the Information Commissioners Office (ICO) with whom we are registered. We currently collect and use the following information, some of it may only be needed for the particular support or service we are supporting you with, but we usually need at least one method of contact in order to provide ongoing services:

- Contact details: name, postal address, telephone number, email address
- Date of birth
- Gender

- Ethnicity
- Financial – if we are helping with financial matters or benefits for example
- Health/medical – we may need to know some of your medical history for benefits applications or counselling for example
- Other types of personal information such as any support you may be getting from social services, for example, may be needed to provide a service, particularly in advocacy.

Credit/debit card details (if you are making a purchase or donation)**2.2 Special category data** If you share your personal experience or the experiences of a friend or relative, we may also collect this information. If you provide us with any Special Category Data (previously known as 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.

### **A special note about the Special Category Data and Criminal Offences Data we hold**

Data Protection Law recognises that some categories of personal information are more sensitive. Special Category Data can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation, religious beliefs, trade union membership, genetics or biometrics.

We will only use this information:

- For the purposes of providing you with support, dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.
- For the purposes of providing Health and Social care support as commissioned by a public body.
- We will not pass on your details to anyone else without your express consent except in limited circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to themselves or others or children contacting us and sharing serious issues such as physical abuse or exploitation, or for the establishment, exercise or defence of legal claims.
- We may also process data we receive from healthcare partners that may include details of criminal offences. Where we do so we will process in such a way as to remain compliant at all times with regulation regarding this type of data.

### **3. How we get your personal information and why we have it**

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

We may have information passed on to us by a third party: other support services, other health services, other agencies we are jointly providing services with, friends/family etc. If you are not the source of the information we always check that you have given your consent to pass the information on.

We need to have some personal information for the following reasons:

- We need to be able to contact you and keep you informed on the help or support we are providing
- To assess your needs and make decisions with you about your support
- To keep a record of your relationship with us such as referrals and appointments.

- Assess the quality support we give you.
- To enable us to properly investigate if you or your family have a concern or complaint about the support you are receiving
- To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions
- Where you volunteer with us, to administer the volunteering arrangement. We ask for some optional information so that we can check that we are reaching everybody that may need our services. This might mean, for example, a particular age group or a particular ethnicity
- Some of our funders ask us to collect certain types of information so they can ensure that services they fund are reaching all parts of the community – this can also include age groups or ethnicity. This information is anonymised before being passed on ie there is nothing in the information that can identify you as an individual. This information is also usually optional.
- If we are working with other organisations, whether informally or as part of a contract or partnership, we may need to pass on information to them that is necessary to provide support or a service.
- We may also receive information from another agency or organisation. The other agency should have asked for consent to pass the information on to us, but we will ask again for your consent to have this information and review how much of it is necessary for us to have.
- We will need certain information to provide a particular service to you. We will only collect information that is necessary for the provision of that service.

we may also use your personal information:

- To contact you about our work and how you can support Solihull Mind
- To invite you to participate in surveys or research

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

#### **4. The legal basis for processing your information**

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is:

**That you have given your consent** for information to be processed by us for a particular purpose.. You are able to remove your consent at any time. You can do this by contacting us by phone, email, letter or verbally

**Public task:** Another reason for using your personal information is known as “public task”, where we may use your personal information to carry out our duties on behalf of a public authority e.g. where services are commissioned by a local authority, NHS trust or other public body.

**Legitimate Interest:** There are also other lawful reasons that allow us to process your personal information and one of those is called “legitimate interest”. This means that the reason that we are processing information is because there is a legitimate interest for Solihull Mind to do so to help us to achieve our vision of ensuring that everyone experiencing a mental health problem gets both support and respect.

Whenever we process your personal Information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

Some examples of where we have a legitimate interest to process your personal information are where we contact you about our work via post or use your personal information for improving our services. In addition, we may process your personal data to comply with a common law or statutory obligation (for example, dealing with complaints and claims and delivering services commissioned by a public body), or for complying with guidance from the Charity Commission

## **5. Sharing your information**

### **5.1 Those using our services**

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

Your information may be shared with a team of professionals who will be providing you with support. Solihull Mind works with partners in the NHS such as your GP, Community Mental Health Teams as well as other agencies, including Social Services and other Third Sector organisations (charities etc) and we may share information about you with them. We only do this with your consent to provide the most appropriate support for you or where the welfare of other people is involved.

Examples of when we may also need to share information may also include;

- If there is a concern about you putting yourself or someone else at risk of serious harm.
- If we have been instructed to do so by a court of law.
- If you are subject to the Mental Health Act 1983, there are circumstances in which your nearest relative must receive information even if you object.

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.

### **5.2 Information provided by supporters, people donating to us, people attending a fundraising event etc**

Where we have information taken for the purposes of engaging with our supporters and donors, we will never share this information with anyone else.

### **5.3 Legal disclosure**

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);

## **6. How we store your personal information**

Your information is securely stored on a digital database. Some information may be stored in paper form in a locked cabinet when needed for a particular reason or purpose.

## 6.1 How long is information kept for

If you are a recipient of our services we keep your personal information either only for the time period we are providing a service to you or for longer in these particular circumstances:

- Benefits application copies may be kept, with your consent, until a renewal of that benefit is needed as it can help with the renewal.
- Counselling application forms are kept for up to five years in order to provide you with counselling again if you need it and, if possible, to allocate you to the counsellor you originally saw; to provide proof of service usage which you may need for accessing or engaging with other services or agencies; or providing supporting letters for you in the future. You can request that we do not keep this information and can withdraw consent at any time by contacting us.
- Other information may be kept after we have completed a particular service if there's a expectation that we would need it again within a certain time period and that you consent to the information being retained. You can withdraw this consent at any time and if the reason to keep it is no longer valid, we will contact you prior to disposal.

For all other information we will dispose of it securely as soon as we have no further need for keeping it eg when you let us know you no longer wish to be contacted by us, you wish to stop donating to us or where we can no longer have a reasonable expectation that you wish to remain on our contact list/database, eg if we have had no contact with you for a specified time. See our Data retention schedule.

## 7. Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information or to see the information.

**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.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information, eg you have the right to restrict who or where we share information with.

**Your right to object to processing** - You have the the right to object to the processing of your personal information ie you can withdraw your consent for us to keep your information.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation.

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.

Please contact us using the details on this notice (section 1) if you wish to make a request.

## 8. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the contact details on this notice (section 1) and asking for a copy of our Complaints Procedure.

You can also complain to the ICO 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>