

Privacy Notice

What information do we collect from you?

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes [first name, maiden name, last name, marital status, title, nationality, date of birth, gender and next of kin].
- **Contact Data** includes [your address, email address and telephone numbers, next of kin and other contact person data].
- **Marketing and Communications Data** includes [your preferences in receiving marketing from us and our third parties and your communication preferences].

We also collect where required information which is categorised as Special Category Data under the General Data Protection Regulation. This includes:

- **Health Information** [NHS number, medical conditions and needs, carer needs, GP surgery]
- **Ethnicity**
- **Religion**
- **Sexual Orientation**

We use different methods to collect data from and about you including through direct interactions. You may give us your Identity, Contact, Marketing and Communications Data and Special Category Data by filling in forms or by corresponding with us by post, phone, email or in person. This includes personal data on forms embedded in IT systems such as Charity Log. We may also collect data from Adult Social Care teams, Multi-Disciplinary Teams and other Health and Social Care providers that refer you to the service.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our public task category is being used for data handling where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us at us at info@swrmind.org.uk if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Product/Activity	Type of data	Lawful basics for processing
To register you as a new client	(a) Identity (b) Contact (c) Special Category	(e) Necessary to carry out our public task (Article 6) (h) Necessary for reasons of substantial public interest (health and social care) (Article 9)
To deliver the service which will include: (a) Identifying and discussing medical and social needs (b) Making recommendations and signposting to services that may be of benefit (c) Contacting and referring to services/organisations on your behalf	(a) Identity (b) Contact (c) Special Category	(e) Necessary to carry out our public task (Article 6) (h) Necessary for reasons of substantial public interest (health and social care) (Article 9) (a) Consent (Article 6)
To monitor outcomes of the service which will include:	(a) Identity (b) Contact (c) Special Category (d) Profile	(e) Necessary to carry out our public task (Article 6) (h) Necessary for reasons of substantial public interest (health and social care)

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(a) Asking you to complete a questionnaire at the beginning and end of the service		(Article 9)
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or provide a testimonial for a case study	(a) Identify (b) Contact (c) Profile (d) Marketing and Communications	(c) Necessary to comply with a legal obligation (Article 6)
To ensure our legal obligation to report safeguarding issues is met	(a) Identify (b) Contact (c) Special Category	(c) Necessary to comply with a legal obligation (Article 6)

Transferring data outside of the EEA

We do not transfer your personal data outside the European Economic Area (EEA)

How we handle data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

How we handle data breaches

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

How long will we retain your information for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our customers (including Contact and Identity data) for 6 years after they cease being customers for internal administration purposes.

What are my rights with regards to data?

You have the right to opt out of the service at any time, to do this please email info@swrmind.org.uk or phone 01723 339838. In some circumstances you can ask us to delete your data, contact the Data Protection Officer at SWR Mind by emailing info@swrmind.org.uk.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.