UK General Data Protection Regulation (UK GDPR).

Data Protection Privacy Notice

**Website**

March 2022

**Who we are**

We are a small mental health charity (1117141), and a company limited by guarantee (5758432) and provide a wide range of mental health support services for both Adults and Children and Young People. These include:

· One to one support

· Wellbeing Support Services

· Group activities

· Peer Support and Drop Ins

· Telephone Support

**What is a privacy notice?**

A Privacy Notice is a statement by the Federation to clients, visitors, carers, the public and staff that describes how we collect, use, retain and disclose personal information which we hold. This privacy notice is part of our commitment to ensure that we process your personal information/data fairly and lawfully.

**Why issue a privacy notice / declaration?**

The Federation recognises the importance of protecting personal and confidential information in all that we do and takes care to meet its legal and regulatory duties. This notice is one of the ways in which we can demonstrate our commitment to our values. This notice also explains what rights you have to control how we use your information. We obtain your signed consent to show that we have advised you of our policy.

**Which rules govern our use of information?**

These are set in the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR); they are overseen by the Information Commissioner’s Office - <https://ico.org.uk>.

This UK independent authority is set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

**Lawful basis for processing information**

The lawful basis for processing information is set out in Article 6 of the UK GDPR. At least one of these must apply whenever we process personal data:

(a) Consent: you have given clear consent for us to process your personal data for a specific purpose.

(b) Contract: the processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract.

(c) Legal obligation: the processing is necessary for us to comply with the law

(d) Vital interests: the processing is necessary to protect someone’s life.

(e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.

(f) Legitimate interests: the processing is necessary for our legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual’s personal data which overrides those legitimate interests.

**Why and how we collect information**

We may ask for or hold **personal confidential information** about you which will be used to enable us to provide support services appropriate to you. This is to support the provision of high quality care.

The lawful basis for processing the information we ask for is either a) Consent, b) Contract or c) Legal obligation. Some of the information we process is classified as Special Category data; our lawful basis for this is either Substantial public interest, for the purposes of equality of opportunity, Health or Research and statistics with a basis in Equality Law.

 The information we ask for may include:

· Basic details, such as name, address, date of birth, next of kin

· Contact we have had, such as appointments and home visits

· Details and records of support we have provided, including notes and reports about your health

· Information from people who care for you and know you well, such as health professionals and relatives/carers

It may also include **personal sensitive information** such as sexuality, race, your religion or beliefs, and whether you have a disability, allergies or health conditions. It is important for us to have a complete picture, as this information assists staff involved in your support to deliver and provide improved services to meet your needs. Information is collected in a number of ways, for example, via your healthcare professional, referral details from your GP or directly given by you.

**How we use information, how it is retained and kept safe**

· To help make decisions and plans about your support

· To work effectively with other organisations/professionals who may be involved in your care

· To ensure our services can meet future needs

· To review support provided to ensure it is of the highest standard possible

· To prepare statistics about Federation performance

· To monitor how we spend public money

It is important that information is kept safe and secure, to protect your confidentiality. Information is retained in secure electronic and paper records and access is restricted to only those who need to know. Information is retained in line with statutory requirements after which it is safely destroyed.

**How do we keep information confidential?**

Everyone working for the Federation is subject to its Confidentiality Policy and the information provided will only be used for the stated purpose for which we obtain it.

**Who will the information be shared with?**

To provide the best mental health support possible, sometimes we will need to share information about you with others. We may share your information with a range of Health and Social Care organisations and professionals, and regulatory bodies. Please be reassured that we will **never ever sell your data** to third parties for their own marketing needs. Information sharing is governed by specific rules and law under GDPR.

**Can I access my information?**

You may request access to the information that is held about you.

For more information on how to access the information we hold about you please contact the main office.

**Individual 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.
* 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.

If you make a request, we have one month to respond to you.

**Contacting us about your information**

If you have any questions or concerns regarding the information we hold about you or you would like to discuss this further, please contact the Data Protection Officer at the main office:

Unit 7, Lime Tree Business Park, Lime Tree Road, Matlock, Derbyshire, DE4 3EJ

Tel: 01629 733915

**Contacting us if you have a complaint or concern**

We encourage people to bring concerns to our attention and we take any complaints we receive very seriously. You can submit a complaint through the Federation’s Complaints Procedure, which will be provided on request from the main office.

The Federation is registered with the Information Commissioners Office (ICO) at www.ico.org.uk We are registered on the Data Protection register and our Registration number is Z1601164.