



PRIVACY NOTICE

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1. WHAT IS THIS PRIVACY NOTICE FOR?

1.1 Your privacy is very important to us. We want everyone who supports us, or who comes to us for support, to feel confident and comfortable with how any information you share with us will be looked after or used. This Privacy Notice sets out how we collect, use and store your personal information (this means any information that identifies or could identify you).

1.2 This Notice applies to everyone who interacts with us, including members, donors, supporters, website users, and people subscribing to the newsletter, blog or Volunteer Hub, and may be updated from time to time on our website.

1.3 Please note that we also have separate data sharing agreements for people using our services.

2. WHO WE ARE

2.1 We are Stockport and District Mind. We are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

2.2 We are a “data controller” for the purposes of the Data Protection Act 1998 and the EU General Data Protection Regulation 2016/679 (“Data Protection Law”). This means that we are responsible for the processing of your personal information.

2.3 For further information about our privacy practices, please contact our Data Protection Lead by:

- Writing to Stockport and District Mind, Dove House, 65 Union Street, Stockport, SK1 3NP
- Emailing info@stockportmind.org.uk

3. HOW WE COLLECT INFORMATION ABOUT YOU

3.1 We collect information from you in the following ways:

- **When you interact with us directly.** This could be if you ask us about our activities, register with us for training or an event, make a donation to us, ask a question about mental health, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, or get in touch through the post, or in person.
- **When you interact with us through partners or suppliers** working on our behalf.
- **When you interact with us through third parties.** This could be if you provide a donation through a third party such as Just Giving or one of the other third parties that we work with and provide your consent for your personal information to be shared with us.
- **When you visit our website.** We 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 may also track which pages you visit when you click on links in emails from us. We may also use “cookies” to help our site run effectively. There are more details below – see ‘Use of Cookies’. We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and

experience for you. Wherever possible we use anonymous information, which does not identify individual visitors to our website.

- **From other information that is available to the public.** In order to tailor our communications with you to your background and interests we may collect information about you from publicly available sources or through third-party subscription services or service providers.

4. INFORMATION WE COLLECT AND WHY WE USE IT

4.1 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 making a donation, registering for an event, placing an order or any of the other ways to interact with us.

4.2 We will mainly use this information:

- To process your donations or other payments, to claim Gift Aid on your donations and verify any financial transactions.
- To provide the services or goods that you have requested.
- To update you with important administrative messages about your donation, an event or services or goods you have requested.
- 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.
- If you do not provide this information, we will not be able to process your donation, sign you up for a particular event or provide goods and services you have requested.
- We may also use your personal information:
- To contact you about our work and how you can support Stockport and District Mind (see section on 'Marketing' below for further information).
- To invite you to participate in surveys or research.

5. SENSITIVE PERSONAL INFORMATION

5.1 If you share your personal experience or the experiences of a friend or relative, we may also collect this health information. If you provide us with any 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 Notice.

5.2 You can of course decide if you want to remain anonymous, if you are happy to share your personal details with staff members or if you would like us to share your story with the media or other parties as part of our work telling people's personal stories about mental health (for example on our blog).

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5.3 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.

5.4 We will only use this information for the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.

5.5 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 serious self-harm or posing a threat to others or children contacting us and sharing serious issues such as physical abuse or exploitation.

5.6 Where you have given us your express consent or otherwise clearly indicated to us (for example, by submitting your story through our website) that you are happy for us to share your story, then we may publish it on our blog or in other media.

6. INFORMATION ABOUT CHILDREN AND YOUNG PEOPLE

6.1 We sometimes receive limited data about children if they decide to fundraise for us, and we will collect data about children for events we organise specifically for young people or where they agree to volunteer for us. Wherever possible, we will ask for consent from parents to collect information about children and young people under the age of 16.

7. LEGAL BASIS FOR USING YOUR INFORMATION

7.1 In some cases, we will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you (for example, when you have signed up to our training).

7.2 However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for Stockport and District Mind to process your information to help us to achieve our mission.

7.3 Whenever we process your Personal Information under the 'legitimate interests' 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.

7.4 Some examples of where we have a legitimate interest to process your personal information are when we use your personal information for data analytics, conducting research to better understand who our supporters are, improving our services, for our legal purposes (for example, dealing with complaints and claims), or for complying with guidance from the Charity Commission.

8. MARKETING

8.1 We will only contact you about our work and how you can support Stockport and District Mind by phone, email or text message, if you have agreed for us to contact you in this manner.

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8.2 If you agree for us to contact you through one of these channels we will send you information about our work and how you can help us to make sure that everyone experiencing a mental health problem receives both support and respect. As well as sharing our latest news, we will contact you about events and fundraising, our campaigns and the many ways you can shape our work - or you can choose just the areas that mean the most to you by ticking the boxes when you provide us with your information.

8.3 If you have provided us with your postal address we may send you information about our work and how you can support Stockport and District Mind by mail unless you have told us that you would prefer not to hear from us in that way.

8.4 You can update your choices or stop us sending you these communications at any time by contacting 'info@stockportmind.org.uk' or clicking the unsubscribe link at the bottom of the relevant communication. Please note that when you update your communication preferences it can take up to 28 days to take effect across all of our systems.

9. SHARING YOUR INFORMATION

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

9.2 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. Stockport and District Mind may, however, share your information with our trusted partners and suppliers who work with us on or on our behalf to deliver our services, but processing of this information is always carried out under our instruction. We make sure that they store the data securely, delete it when they no longer need it and never use it for any other purposes. Some examples of where we may share your information are with our fulfilment partners who help to create and send information to you to reduce our costs or with our partners who help us to process donations and claim Gift Aid. We enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

9.3 Each local Mind is an independent Charity. On occasions we may share your personal information with other local Minds to ensure that they are able to provide their services effectively.

10. LEGAL DISCLOSURE

10.1 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); or, in order to enforce our conditions of sale and other agreements.

11. KEEPING YOUR INFORMATION SAFE

11.1 We take looking after your information very seriously. We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

11.2 Unfortunately, the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

11.3 Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

12. HOW LONG WE HOLD YOUR INFORMATION FOR

12.1 We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations (for example, the collection of Gift Aid).

13. YOUR RIGHTS

13.1 You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting our Data Protection Lead by:

- Writing to Stockport and District Mind, Dove House, 65 Union Street, Stockport, SK1 3NP
- Emailing info@stockportmind.org.uk
- You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>.
- Your rights include:
- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.
- **Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.
- **Consent:** If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.
- **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.
- **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.
- **Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

- **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
- **No automated decision-making:** Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out any automated decision-making.

13.2 Please note, some of these rights only apply in certain circumstances; where one of your rights does not apply, we will communicate the reason to you.

14. WEBSITE COOKIES

14.1 'Cookie' is a name for a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet, when you visit a website.

14.2 They let websites recognise your device, so that the sites can work more effectively, and also gather information about how you use the site. A cookie, by itself, can't be used to identify you.

14.3 How do we use cookies?

14.4 We use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you come to our website and also allows us to improve the user experience.

14.5 The cookies we use

14.6 We use the categorisation set out by the International Chamber of Commerce in their UK Cookie Guide. We use three categories of cookies, but give you the option of only accepting the 'strictly necessary' ones.

- **Strictly necessary** cookies are essential for you to move around our website and to use its features, like our shopping basket and your account.
- **Performance** cookies collect anonymous information about how you use our site, like which pages are visited most.
- **Functionality** cookies collect anonymous information that remember choices you make to improve your experience, like your text size or location. They may also be used to provide services you have asked for such as watching a video or commenting on a blog.

14.7 We do not use the fourth category of Targeting or advertising cookies, which would collect information about your browsing habits in order to make advertising relevant to you and your interests.

15. MONITORING

15.1 Your communications with our teams (including by telephone or email) may be monitored and/or recorded for training, quality control and compliance purposes to ensure that we continuously improve our customer service standards.

Please see the related policies:

- Confidentiality Policy
- Data Protection Policy
- Managing Positive DBS Disclosure Policy
- Data Sharing Agreement
- Subject Access Request Policy