



Mind in Haringey

Privacy Policy

Review Date: April 2019
Next Review Date: April 2021

Mind in Haringey Privacy Policy

We know that your privacy is very important to you and assure that it is equally important to us.

Privacy Policy statement

We will look after any personal information that you share with us.

This is central to our values as an organisation.

We want everyone who supports us, or who comes to us for support, to feel confident about how any personal information they share will be looked after or used.

You can be confident that:

We only use personal information in the ways we need to and that is expected of us.

We will keep you up to date with our work including any relevant services, raising awareness, promoting understanding as well as our fundraising activities.

But, we only use your personal information to do this if you have previously told us that's OK.

We will make it easy for you to tell us how you want us to communicate with you, including how to opt out from future communications - and we promise your request will be respected straight away.

We will never release your information to organisations outside Mind in Haringey (MiH) for their marketing purposes.

We will be especially careful and sensitive when engaging with vulnerable people or those we have reason to believe might be vulnerable

We take all reasonable care to safeguard your personal information through security policies and secure business processes.

We will always provide easy ways for you to contact us and will be happy to answer any queries you have as quickly as possible but no longer than ten working days.

1. How we collect personal information about you

We may collect personal information from you when you interact with MiH. There are many occasions when this could happen, for example:

if you enquire about our activities,
register with us,
make a donation to us,
ask a question about mental health,
purchase something,
apply for a job or volunteering opportunity,
if you chose to provide some optional feedback or otherwise provide us with personal information.

And, this may be when you phone us, go onto our website, through the post, or in person.

2. What information do we collect?

The personal information we collect might include your contact details such as 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 correspondence between us.

We may also collect health information if you tell us about your experience or the experiences of a friend or relative; however, you can decide if you want to remain anonymous or if you are happy to share your personal details.

We also gather general information about the use of our websites, such as which pages users visit most often and which services, events or facilities are of most interest.

We may also track which pages users visit when they click on links in our emails or bulletins. We may use this information to personalise the way our websites are presented when users visit them, to make improvements to our websites and to ensure we provide the best service for users.

Wherever possible we use aggregated or anonymous information which does not identify individual visitors to our websites.

3. Cookies

‘[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 table when you visit a website.

They let websites recognise your device, so that the sites can work, or work better, and also gather information about how you use the site. A cookie, by itself, cannot be used to identify you.

How do we use cookies?

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 our site.

The cookies we use

We use the categorisation set out by the International Chamber of Commerce in their [UK Cookie Guide](#).

We use three categories of cookies:

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. No information that identifies you is kept.

Functionality cookies 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. They are anonymous.

No cookies, please

You can opt out of all our cookies (except the strictly necessary ones). [Find out how to control and delete cookies in your browser](#).

But, if you choose to refuse all cookies you may not be able to use our website properly.

If you have any questions about how we use cookies, please contact us at admin@mih.org.uk

4. How do we use personal information?

We may use your personal information to:

Provide you with the important advice and support you've asked us for;

Provide or administer activities relating to all our services: updating you with important administrative messages, to help us identify you when you contact us, and help us to properly maintain our records;

- Improve your experience with us. We may use your information to enhance the service that our staff provide, to fulfil your donations and gift aid declarations, to improve our information and communications, or to personalise the website to better suit your needs;
- Provide you with information about our plans. This may be letting you know about new or enhanced services that we hope will be useful and interesting to you, and may include fundraising updates; of course, we will only do this either with your consent, where we need to fulfil a contract or service with you, or where we believe you will expect to be updated and contacted by us. You can of course ask us at any time to change how we contact you, simply contact admin@mih.org.uk
- Analyse the personal information we collect about you so that we can better understand our supporters, their preferences and needs and important trends. This may mean looking at all the interactions you have with us so we can aim to offer you the right information or offers at the right time; including financial interactions so we can ensure we ask you for an appropriate level of support. It may also mean using external sources of information about you, the area where you live, or people like you, so we can better inform how we talk to you about our work. We believe this enables us to offer you more appropriate offers and communications, but you can opt out of this activity at any time. To do this please email admin@mih.org.uk with the subject line 'Please stop analysis of my data'.
- We may need to 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 other agreements which are relevant to our business and legal;
- We may need to some of your outcome data with an external Grant Manager so we can find out how to improve our service. This data is anonymised.

To do some of this, MiH may share your information with our trusted partners and suppliers, but is always carried out under our instruction,

and is never for their marketing approaches. We ensure that they store the data securely and delete it when it is no longer needed.

A special note about the Sensitive Information we hold

If you contact us at MiH by general emails or through blogs, you may choose to provide details of a sensitive nature.

We only use it for the purposes of dealing with your enquiry, 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 serious self-harm or posing a threat to others, children contacting us and sharing serious issues.

If you provide us with any Sensitive Personal Data by telephone, email or by other means, we will treat that information with extra care and always in accordance with this Privacy Policy.

Your personal information and details of the enquiries received are stored on a secure database for no longer than is necessary for the purposes of its use. We carry out periodic deletion of data whose retention period has expired and/or when the need to continue holding such data is no longer necessary.

5. How long we hold your information for

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

6. Your rights

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 Controller via admin@mih.org.uk or by phone on 0208 340 2474.

If you have any concerns about how we have handled your data can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>

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.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

7. Your choices

We'd like to keep our all valued supporters up to date with our progress. So, to update you on what we're doing and ask whether you'd be able to support us, where we are able to, we'd like to keep in touch with you (by post, phone, email, text and other electronic means) about our progress and how you can continue to help us in this important mission.

Please be reassured that respect lies at the heart of everything our committed staff and volunteers do: we respect any information that you share with us and you can change your mind and remove or add your consent at any time, by simply contacting us on admin@mih.org.uk

In cases where we may need to transfer and process your personal information outside the EEA, we will comply fully with our legal obligations as a data controller and take all steps necessary to ensure that your personal information is treated securely and in accordance with legislation.

8. Who sees your personal information?

The personal information we collect about you will be used by our staff (and volunteers) in Mind so that they can support you and possibly to legal and regulatory authorities if required to by law.

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.

9. Your Information Security

We take the security of your personal information extremely seriously.

We've 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.

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

Here are some of the ways we protect your personal information:

- If you provide personal information to us online that information is encrypted for protection on transmission to us. Encryption is the process through which sensitive information is scrambled before it is transmitted so that it remains private even if it is intercepted. However, unless your internet browser supports you will not be able to take advantage of this level of security

- Offline, your personal information is kept securely in our databases and offices
- Our website 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 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.
- Any debit or credit card details which we receive on our website are passed securely to our payment processing partner, according to the Payment Card Industry Security Standards.
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10. Your communication with our teams at Mind in Haringey

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.

11. How to update or access your personal information

You may ask us at any time to update your details, correct or remove information you think is inaccurate by:

Writing: Mind in Haringey, Station House, 73c Stapleton Hall Road, London, N4 3QF

Email: admin@mih.org.uk

Tel: 020 8340 2474

You also have a right to know what personal information Mind in Haringey holds about you.

To request a copy of your personal information we hold, contact us by:

Writing: Mind in Haringey, Station House, 73c Stapleton Hall Road, London, N4 3QF

Email: admin@mih.org.uk

Tel: 020 8340 2474

12. Changes to our Privacy Policy

Our Privacy Policy is reviewed regularly to ensure that it reflects how we use your information. Any changes will be notified to you by updating this policy so please check this Policy to see if any changes have been made that are important to you. Where appropriate, changes will be notified to you by email.

This Privacy Policy was last updated on April 11th 2018

13. Who we are

Here at Mind in Haringey, we are committed to protecting your personal information and we want to reassure you that that you have control over the information we store about you and what types of information you would like to receive from us.

For further information about our privacy practices, please contact our Data Controller by:

Writing: Mind in Haringey, Station House, 73c Stapleton Hall Road, London, N4 3QF

Email: admin@mih.org.uk

Tel: 020 8340 2474