

Privacy Policy

We are committed to keeping your personal information safe and to protect your privacy. It is our legal duty to make sure that we follow data protection laws which tell us how we should hold and use personal, special category (sensitive) and private information.

Please read this statement to understand how your personal information that you give will be used.

Who are we?

Wirral Mind is a charity (reg. no. 1064007) and company (company no. 03404770) registered in England and Wales.

We are registered with the Information Commissioner's Office (ICO) and our registration no. is **Z1826462**.

Wirral Mind provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness, and promote understanding.

The laws, regulations, and guidelines that we follow are:

- Data Protection Act 2018
- General Data Protection Regulations 2018
- Human Rights Act 1998
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006

Our Data Protection Officer can be contacted on dpo@wirralmind.org.uk

You also have the right to complain to the Information Commissioner's Office (ICO) on 0303 123 1113 or by emailing complaints@ico.gov.uk

What is a Privacy policy?

A privacy notice/policy tells you about the information we collect and hold about you. It is often also called a Data Protection Policy or Notice. It explains what we do with the information, how we look after it and who we may share it with. It also tells you about your privacy rights and how you can make a complaint if you're not happy.

Information We Process and Why

Wirral Mind collects, holds, and stores the following information for the delivery of mental health and related support services:

- Member contact details, address, gender, age, health data, emergency contacts, treatment history, attendance records.
- For the purposes of delivery of training courses, we process:
- Learner contact details, address, age

The information we have is collected from you with your consent when you register. It is held securely and with great care.

We share your name and contact details with our volunteer befrienders and counsellors where you have agreed that we can. You can withdraw your consent at any time by emailing learning@wirralmind.org.uk or by telling a member of staff.

Your rights

You have Rights under data protection laws. You have:

The Right to be informed - this web page tells you about how and why we process personal information, but you can get a copy of our full Privacy Policy by asking a member of staff or by downloading a copy from our website.

The Right to access your information - this web page tells you how you can access your information through a Subject Access Request (see overleaf)

The Right to rectification - having incomplete or inaccurate information corrected

The Right to erasure (also called the right to be forgotten) - for your personal information to be removed (under certain circumstances)

The Right to restrict the processing of your information (under certain circumstances)

The Right to object to the processing of your information (usually for marketing purposes)

The Right to Data Portability (see 'Subject Access Request' section about getting your data in digital format)

The Right to access your information - this web page tells you how you can access your information through a Subject Access Request.

Subject Access Requests

If you'd like to make a subject access request, you can email sandra@wirralmind.org.uk or write to us at:

Wirral Mind
90-92 Chester Street
Birkenhead,
CH41 5DL

We will send you a Subject Access Request form and we will usually be able to respond within 1 month after your request is received.

Once you have your information you have the right to reuse these in other healthcare services. You can ask us for your information in digital format which will allow you to move, copy or transfer your data from one service to another easily in a safe secure way (also called 'Data Portability').

Terms and Definitions

General Data Protection Regulation (GDPR) - since 2018, this has been the new privacy/data protection law, and is applied alongside the UK **Data Protection Act 2018**.

Data Controller - a person or organisation who decides how and why personal information will be used. Wirral Mind is a Data Controller.

Lawful basis - Before we use your personal information, we must have a legal reason or lawful basis.

There are different types of lawful basis:

Consent - Using personal information when a person has freely given their permission.

Contract - Using the information to be able to meet the terms of a contract.

Legitimate interest - Using the information to meet the aims of the work an organisation is known for. For us, it is mental health support.

Legal - Using the information to comply with the law.

Public interest - Using the data to carry out actions that are in the public interest.

Vital interest - Using the information to protect someone's life

Special category data - information that is more sensitive so needs extra

protection. This includes information about race, ethnic origin, politics, religion, health, sex life and sexual orientation, genetics and biometrics.