



Rochdale and District Mind SERVICE USER PRIVACY STATEMENT

To: All Rochdale and District Mind Service Users/Advocacy Clients

Privacy Notice relating to both Advocacy and Open Mind Service Users' Personal Data Rochdale and District Mind (the organisation) collects and processes.

Under the Data Protection Act 2018 (DPA) and the EU General Data Protection Regulations (GDPR) Rochdale and District Mind, must provide you as service users with information on what personal data we collect from you and process, why we require this information, how long we retain this information and who we share it with.

GDPR defines personal data as: *"Any information relating to an identified or identifiable natural person (data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an on-line identifier or one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person."*

What information do we collect/process about you?

When you complete a referral form we will collect the following personal information (data) from you

- Full name
- Address (including post code)
- Date of birth
- First Language
- Home and mobile telephone numbers
- Personal e mail address
- Emergency contact details

In order to provide our services and to try to ensure our services can be accessed by all the local community we also collect the following special category data from you: Ethnic Origin, Sexual Orientation, Disability information, Religious beliefs, relationship status, residency status, number of Dependent children, Mental Health Issues, Support Needs, employment status, risk issues, NHS number (Advocacy clients only).(Note: our referral form allows you individually not to disclose any of the above special category data by ticking a "Do not wish to state" box)

All this information is maintained on the organisation's computer server, is password protected and is only accessible to staff who need the information to deliver our services. If paper copies of these records are made then they are kept secure and shredded once they have been used.

Identity and contact details of the Data Controller

Rochdale and District Mind is the Data Controller for all your data and is committed to protecting the rights of individuals in line with the Data Protection Act 2018 (DPA) and the new General Data Protection Regulations (GDPR).

Rochdale and District Mind has a Data Protection Officer who can be contacted at management@rochdalemind.org.uk

How will your information be used?

Your information will be used in the following ways:

Helping us to deliver the organisation's services

Working with you to select services appropriate to your needs

Safeguarding and promoting the welfare and security of all our staff and service users.

What is our legal basis for collecting/processing your personal data?

Our legal basis for collecting/processing this data is "significant interest".

With regard to the special category data our conditions for processing this data are set out in articles 9(2)h and j of the GDPR regulations:

- "processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the individual, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member state law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3 of the GDPR act."
- "Processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and interests of the data subject."

Who we share your information with

Some of our services are delivered in partnership with Thinking Ahead Rochdale, Lock 50 Business Centre, Oldham Rd, Rochdale OL16 5RD. If you access these services your personal details will be shared with Thinking Ahead to allow us provide you with this service

Your personal information will not be shared with any additional organisations without your permission unless we have a health and safety or safeguarding concern except for Advocacy clients whose NHS number is shared with Bury Council/CCG as specified in our contract. The special category data we collect is anonymised prior to being sent to any outside organisations in reports etc.

How long will your information be held for?

Your information will be held for 7 years after the end of the last company financial year you were using our services. This is to satisfy NHS England's normal working practices.

What are your rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information (we store your information in a form that allows us to electronically port your information). Please contact the organisation's data controller for further information on how to do this.

Security of your information

We keep your data secure by storing your data electronically on password protected databases only accessible to personnel who need access.

How to make a complaint

If you are unhappy with the way in which your personal data has been processed you may, in the first instance, contact the organisation's Data Protection Officer using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

www.ico.org.uk

By signing the Open Mind/Advocacy Referral Form which refers to this privacy notice you acknowledge that you are happy for Rochdale and District Mind to collect and process the information detailed above.

January 2021