

Privacy Notice – Teesside Mind

Teesside Mind Ltd is a charity and company limited by guarantee. Teesside Mind's company registration number is 5884630 and registered charity number is 1118098.

This Privacy Notice sets out how Teesside Mind (the Data Controller) collects and uses your personal data. When we refer to “we”, “us” “our” or “controller” in this Privacy Notice we mean Teesside Mind.

Our Privacy Notice is structured in a way for you to easily find the specific details of what we do with your personal data, depending on which processing activity you want to find out more about.

Part 1 of our Privacy Notice is information we must tell everyone regardless of your relationship with us. Parts 2 to 6 give specific information on how we use your personal data for the different processing activities we undertake.

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PART 1 – GENERAL INFORMATION

Our contact details

Teesside Mind Ltd is the data controller for the personal data we process about you.

You can contact us regarding the use of your personal data via one of the following ways:

- Postal Address: The Mind Centre, 90-92 Lothian Road, Middlesbrough, TS4 2QX
- Telephone: 01642 257020

- Email: info@teessidemind.org.uk

Our Data Protection Officer contact details

We do not have a legal obligation under GDPR to appoint a Data Protection Officer. However, a member of our team does oversee our data protection compliance with GDPR and DPA18. The various ways you can contact us to discuss any data protection issues or concerns are shown in the “Our contact details” section.

How we get your personal data

We obtain personal data directly from you when you engage with us to either enquire about our services or to use one of our services, to apply to be a volunteer, to make a monetary donation, etc.

We may sometimes receive your personal data (which can include name, contact details, health data and criminal convictions) from other sources, these are:

- GPs and medical practitioners who have referred you to us;
- Social care workers;
- Police;
- Probation services;
- Statutory public services;
- Other voluntary and community organisations;
- Schools; and
- Friends and family;

When we do receive your personal data from other sources our assumption is that the 3rd party has discussed using our services with you and obtained your consent to refer you to us.

The legal basis to process your personal data

When gathering and using your personal data we must have a legal basis to do so – this is a requirement of data protection law.

The legal basis we rely on to process your personal data varies depending on the processing activity undertaken, e.g. processing to use our services, processing to receive marketing, processing to make a donation, processing to volunteer. Generally, we rely on

either consent or legitimate interests to process your personal data. The full details of these and the other legal basis we rely on to process your personal data are given in Parts 2 to 7 of this privacy notice.

Regardless of which service you use with us, in order for us to comply with one of our legal or regulatory obligations we will rely on the legal basis of “legal obligation” to process your personal data. For example, we may need to share personal data with regulators such as the Charity Commission or Information Commissioners Office. We also have to retain personal data for accounting purposes and transactions relating to Gift Aid.

Your rights

Depending on the purpose and legal basis we rely on for processing your personal data, there are various rights available to you. You can:

- access the personal data we keep about you and be given specific information about the processing. This right always applies regardless of the processing activity we undertake.
- ask us to rectify personal data we hold about you that you think is inaccurate. This right always applies regardless of the processing activity we undertake.
- ask us to delete your personal data but only when specific circumstances apply.
- ask us to restrict the processing of your personal data but only when specific circumstances apply.
- object to the processing when we have relied on legitimate interest to undertake that processing activity and you believe we have infringed your rights.
- transfer your personal data from us to another service provider or give it to you. This right only applies to personal data you have given to us and when the processing is based on your consent or contractual basis and the processing is automated.

We do not undertake any solely automated decision making about you with the personal information we process.

To find out more about how to exercise your rights please refer to the guidance on the Information Commissioner's Office website - <https://ico.org.uk/your-data-matters/>.

You do not have to pay a fee to us to exercise any of your rights. However, if your request is manifestly unfounded or excessive we may either charge a reasonable fee or refuse the request.

We shall respond to a valid request within one month of receiving it.

If you wish to exercise one of your rights, please contact us via one of the methods shown in the "Our contact details" section.

Accessing your personal data and records

If you wish to request a copy of your personal data and the records we keep about you, please submit your request to:

Records Department
Teesside Mind
90-92 Lothian Road
Middlesbrough
TS4 2QX

Correcting mistakes in your records

A record of activity, opinion or judgement by a worker, whether accurate or not, will not be deleted. Keeping relevant information is important in understanding support or activities that are provided by us. If the information we have is not current, or you feel the information is incorrect, please speak to your worker.

Where it is agreed that information is factually inaccurate, it will be amended to show the correction with an explanation of the correction. If we disagree with you about the accuracy of a record, we may include a statement from you explaining this with your consent

How to make a complaint about us to the Information Commissioner's Office

If you are not happy with how we are processing your personal data, or you believe we have not dealt with one of your rights correctly you are entitled to make a complaint to

the Information Commissioners Office (ICO). The ICO has several ways in which you can get in touch with them, including post, email, and online forms. For full details how to make a complaint please refer to their website - <https://ico.org.uk/make-a-complaint/>.

Sharing your information

We do not share, sell or rent your personal data to third parties for them to use for their own marketing purposes.

We share information in the following ways:

- with organisations for whom you have given your explicit signed consent on our consent form;
- with organisations with whom we deliver our services in partnership;
- with organisations with whom we deliver specific services and only share information about those specific services; and
- with some funders of specific services for the purposes of claiming funds and/or the evaluation of services.

We may share your personal data with a 3rd party when we have a safeguarding concern, duty of care concern, or are required to do so by law. In such cases our legal basis for sharing your data will be:

- necessary for compliance with a legal obligation we are subject to (GDPR Article 6(1)(c)); and
- necessary in order to protect the vital interests of you or another individual (GDPR Article 6(1) (d)).

We also use third party organisations to process personal data on our behalf to enable us to provide our services to you. When we do use data processors we ensure we have appropriate contracts in place with each one that are GDPR compliant. The data processor is not allowed to do anything with your personal data unless we have instructed them to do it. They will not share your personal data with any organisation apart from us, unless they are required to do so by law. They will hold it securely and retain it for the period we instruct.

Our data processors include:

- IT system providers;

- IT servicing and maintenance providers;
- Website host providers;
- Donation payment providers;
- Payroll provider;
- Pension provider;
- Benefits provider;
- Mailchimp (for sending newsletters to our volunteers);
- Training providers;

Transferring personal data outside of the UK and EU

Mailchimp

We use the marketing platform Mailchimp to store volunteer contact details which allows us to send out a newsletter to volunteers. Mailchimp is operated by The Rocket Science Group LLC, who are based in Georgia in the United States of America. All our data on the Mailchimp platform is therefore transferred and stored in the USA. We rely on the following exception in GDPR to undertake the transfer of personal data:

Adequacy decision in place (GDPR Article 45)

Mailchimp is registered under the EU-US Privacy Shield Framework. Their certificate can be viewed U.S. Department of Commerce's Privacy Shield website - <https://www.privacyshield.gov/participant?id=a2zt0000000TO6hAAG&status=Active>

Microsoft Office 365

We use Microsoft Office 365 to process and store most of our information. Microsoft Office 365 is a product supplied by Microsoft Corporation who are based in Washington in the United States of America. It is possible that the information we process and store in Microsoft Office 365 may be transferred and stored on servers in the USA. We rely on the following exception in GDPR to undertake the transfer of personal data:

Adequacy decision in place (GDPR Article 45)

Microsoft Corporation is registered under the EU-US Privacy Shield Framework. Their certificate can be viewed U.S. Department of Commerce's Privacy Shield website - <https://www.privacyshield.gov/participant?id=a2zt0000000KzNaAAK&status=Active>

Visitors to our website

In operating our website www.teessidemind.org.uk we may collect your personal data using various technologies and means, such as:

- Internet Protocol (IP) addresses and Web logs; and
- Cookies.

IP Addresses and Web Logs

An IP address is assigned to your computer each time that you access the Internet. This enables your computer to send and receive data. Generally, every time you connect to the Internet, your IP address changes. However, in some circumstances (i.e. with some broadband connections) your IP address is fixed. A fixed IP address can be associated with your computer and may, therefore, amount to your personal data.

Web log information is non-personal data that is collected by the computer that hosts the site each time you visit. Examples of the type of information that can be collected using your IP address and/or web log information include details of the date and time that you visited the site and the type of Internet browser and computer operating system that you used. We, or our authorised agents, use your IP address and/or web log information to collect and report aggregate information on how the site is being used and ways in which the site can be improved.

Cookies

You can find full details of our [Cookie Policy here](#).

Children's information

We collect and process personal data relating to children in relation to the following services:

- MHST South Tees – project run in schools, children are referred by the school;
- IAPT Service – children are referred by schools;
- Schools in Mind – children are referred by schools; and
- Footsteps Counselling – GP Practice based Childrens counselling service

It is usual that when a school or other agency refers a child to us, they have already pre-discussed this with the child and in some cases their parent/guardian.

Links to other websites

Our website may provide links to websites of other organisations. Our Privacy Notice does not cover how those organisations process your personal data when you visit their website. We advise you to read their Privacy Notices.

Changes to our Privacy Notice

We keep our Privacy Notice under review to ensure it remains accurate and up to date and we reserve the right to modify this policy at any time. Changes to this policy will be posted on this site and you should endeavour to review the policy frequently.

If you have any questions about our Privacy Notice, please contact us at info@teessidemind.org.uk.

This Privacy Notice was last updated in May 2022.

PART 2 – IF YOU USE ONE OF OUR SERVICES

What personal data do we need?

When you use one of our services or seek advice and support from us we will collect some or all of the following types of personal data:

- Full Name
- Address
- Contact details (e.g. Telephone numbers)
- Date of birth
- Details about family members / significant individuals as appropriate (this may include support networks, conflicts, concerns shared by service user, observed by staff)
- Referral information (reasons for referral/presenting problems identified by self or others)
- Presenting problem/issue/concern
- Relevant mental health history and other personal history
- Names and contact details of others involved (past and present) in care provision
- Background information relating to the service user (experiences, work, relationships, hobbies etc); and
- Any other information you choose to share with us.

How do we get your personal data?

We will usually get the majority of your personal data directly from you. However, some personal data will be shared with us by the 3rd party referring you to our services.

Why do we need your personal data and which legal basis do we rely on for the processing?

We need your personal data to be able to provide emotional and mental health advice and support to you when you either seek this directly or are referred to us by a 3rd party. We will often look at your situation holistically which can look at wider issues including general health, financial situation and housing situation.

The legal basis we rely on are:

Legitimate Interest - GDPR Article 6(1)(f)

We deliver our advice, support and services to the benefit of individuals and the wider community. We have a strong legitimate interest in helping individuals with their emotional and mental health. Likewise, individuals using our services have a legitimate interest in seeking the help and support we provide, especially if they refer themselves. In other cases, an individual will have been referred to us by a 3rd party who has already had a discussion with the individual about the services we offer and has obtained their consent to contact us with their details so that we can legitimately make initial contact with the individual.

You always have the opportunity to opt-out from us processing your personal data for the purposes of providing you with emotional and mental health support when we first contact you and with every communication thereafter. You can do this by notifying the case worker who has been assigned to you at any time.

Consent - GDPR Article 6(1)(a)

During the course of the support and service we provide to you there may be times when we need your consent to share information with another 3rd party such as your GP or social care worker. We will always obtain your consent for such sharing activities.

If you decide you no longer wish your GP or social care worker to receive updates on your support progress you can withdraw your consent. You can do this by notifying the case worker who has been assigned to you at any time.

Who do we share your personal data with?

Your personal data is used by internal employees and contract staff for the purposes as set out in “why we need your personal data”.

We sometimes work in partnership with third party organisations to deliver our services. Where specific staff members from these organisations work within our own teams to provide such services, they will have access to the personal data of individuals who are using the organisation. The organisations we work in partnership with include:

- Actes
- Middlesbrough Environment City

We may share your personal data and special category personal data with third party organisations with whom we deliver specific services. These organisations include:

- IMPACT on Teesside partnership
- GP practices within which we provide Social Prescribing Link Workers
- Tees Advocacy Hub, provided by People First Cumbria, and the Local Authorities on Teesside who pay for the service for local residents.
- Cultivate Tees Valley
- Stockton Arts Centre
- Redcar and Cleveland Mind
- The Junction
- The Link

We also may share information about specific services with some funders of those services for the purposes of claiming funds and/or the evaluation of services. These include:

- NHS England for
- our NHS-funded Children and Young People's therapy services.

How long do we keep your personal data?

If you are an adult using our services we will generally keep records for 8 years from the date you last used our service.

All records relating to children are generally kept until the child is aged 26 years old.

Do we use any data processors?

We do not use any data processors for the purpose of providing our emotional and mental health services to you.

PART 3 – IF YOU MAKE A MONETARY DONATION TO US

What personal data do we need?

We have several ways for you to make either a one off or regular donation to us. Depending on the donation method we may or may not collect your personal data. The different donation methods and the personal data we collect are:

Donation made through website

Full name

Email address

Home address (or address where payment card is registered to)

Payment card details

Donation amount

Gift Aid details

Donation made by cheque or cash

Full name

Home address

Donation amount

Donation made by sending a text

This service is provided by Just Giving. We do not collect any of your personal data when you donate via text. We just receive the amount donated.

Donation made by going through the Just Giving website

We only collect the personal data you opt to share with us when you make a donation via the Just Giving website. Donations can be made anonymously to us.

How do we get your personal data?

We gather your personal data directly from you when you make a donation to us.

Why do we need your personal data and which legal basis do we rely on for the processing?

We need your personal data to process and administer your donation to us.

We also like to keep in touch with you to tell you about our news, activities and how you can help in other ways. When you make a donation we will ask you to choose whether you want to opt-in to any future communications from us.

The legal basis we rely on are:

Consent - GDPR Article 6(1)(a)

By making a donation to us you consent to us using your personal data for the purpose of us administering the donation.

By opting in to one or more of the communication methods for us to keep in touch with you, you are consenting to us processing your personal data for the purposes of marketing.

You always have the right to withdraw your consent for us to use your personal data for these purposes, you can do this by contacting us via one of the methods shown in the “Our contact details”.

Who do we share your personal data with?

Your personal data is only used by internal employees and contract staff for the purposes as set out in “why we need your personal data”.

How long do we keep your personal data?

We retain donor records for 1 year from when our relationship ends with you.

We retain financial records relating to the donation, including gift aid forms, for 6 years from the end of the financial year when the donation was made.

We retain contact details for us to keep in touch with you for as long as you are opted-in to receive marketing from us.

Do we use any data processors?

Yes, we use the following data processors to process some of the donation transactions:

- Stripe – when you donate via our website; and
- Just Giving – when you donate by text

PART 4 – IF YOU ARE ONE OF OUR VOLUNTEERS

What personal data do we need?

We need to collect the following personal data from you:

- Name (first and last name)
- Home address
- Contact details (such as telephone, mobile, email address)
- Date of birth
- Qualifications
- Previous work history
- Emergency contact details
- Bank account details (for expenses to be paid into)
- Health issues we may need to be aware of
- Personal evacuation emergency plan details
- Equal opportunity information (voluntary)
- References from 3rd parties
- Any other personal data you give to us that you feel is relevant for us to know

How do we get your personal data?

We gather your personal data directly from you when you apply for one of our volunteer positions.

Why do we need your personal data and which legal basis do we rely on for the processing?

Our volunteers help with both our support services work and administrative work.

We need your personal data to:

- process your application to become a volunteer with us (which includes DBS checks);
- contribute to the activities of the charity;
- develop you as an individual by giving you appropriate training;
- monitor your progress in the volunteer role and provide appropriate peer support;

We also like to send our volunteers a newsletter to keep them informed of the work of the charity and the activities we have undertaken and will be undertaking.

Our legal basis for the processing is:

Consent - GDPR Article 6(1)(a)

By submitting an application to become a volunteer with us you are consenting to us processing your personal data for this purpose.

You always have the right to withdraw your consent to being a volunteer and can decide at any time that you no longer wish to be a volunteer for our charity. Should you wish to stop being a volunteer please notify the project co-ordinator.

Legitimate interests (GDPR Article 6(1)(f))

GDPR allows us to rely on legitimate interests for direct marketing purposes. We have undertaken a legitimate interest assessment, which balances our business purposes for the processing against your right to privacy. The outcome of the balancing test justifies our use of legitimate interests for sending our volunteers a newsletter as it would not be an unreasonable expectation for anyone who becomes one of our volunteers to receive information about the work of the charity.

This also complies with e-Privacy laws, currently the Privacy & Electronic Communication Regulations 2003, which governs how a business can undertake electronic direct marketing. We can rely on soft opt-in for individuals to undertake email marketing where we have a relationship with that individual.

We always give you the opportunity to object to receiving our newsletters, when we first collect your personal data and with every newsletter we send to you. You can change your mind about receiving our newsletter at any time by notifying your project co-ordinator.

Who do we share your personal data with?

Your personal data is used by internal employees and contract staff for the purposes as set out in “why we need your personal data”.

We sometimes work in partnership with third party organisations to deliver our services. Where specific staff members from these organisations work within our own teams to provide such services, they will have access to the personal data of our volunteers. The organisations we work in partnership with include:

- Actes
- Middlesbrough Environment City

As part of the work you do with us as a volunteer your personal data may be shared with:

- Training providers – for you to receive training as necessary;
- Police – contact details if your volunteer work means you will be visiting police stations; and
- Schools – contact details if your volunteer work means you will be visiting schools.
- Other organisations where you may be delivering volunteer activities

How long do we keep your personal data?

We keep volunteer records for 6 years from when our relationship with you ends.

Do we use any data processors?

Your personal data may be used by the following data processors:

- Charity Log - for storage of volunteer data
- Microsoft Office 365 – for general communication with volunteers
- Mailchimp – for sending the volunteers newsletter

PART 5 – IF YOU PURCHASE ONE OF OUR TRAINING PACKAGES

What personal data do we need?

We need to collect the following information from you:

- Organisation name and postal address;
- Name (first and last name) of individual we are liaising with at your organisation;
- Contact details of individual we are liaising with at your organisation; and
- Details of individual staff members who are attending the training sessions, this may include:
 - Name (first and last name);
 - Email address;
 - Telephone number;
 - Job title;
 - Other information as necessary for accredited training courses.

How do we get your personal data?

We gather the details of the individual who is liaising with us from your organisation directly from them when they contact us to find out more about our training packages and when we enter into a contract with you to provide the training package you have purchased.

It is usual for the individual from your organisation who is appointed as key contact to liaise with us to set up the training package will provide us with the necessary personal data of individual staff members who attending the workshops.

Why do we need your personal data and which legal basis do we rely on for the processing?

We need your personal data to:

- provide you with information about our training packages at your request;
- enter into a contract with you to enable us to provide the chosen training package to your organisation;
- deliver the training package to your staff members who are attending the training;
- process financial transactions relating to the purchase of the training package;

The legal basis we rely on are:

Contractual obligation (GDPR Article 6(1)(b))

The data we obtain to process your enquiry about our training packages is necessary in order to take steps at your request prior to entering into a contract with you.

The data we obtain to process your order to deliver one of our training packages to your organisation and to provide you with service updates in relation to that order is necessary for the performance of a contract to which you have entered into.

We require certain information from you to enable us to fulfil our pre-contractual and contractual obligations. If you are not able to provide all the necessary information we need we may not be able to process your enquiry or provide our training services to you.

Who do we share your personal data with?

Your personal data is used by internal employees and contract staff for the purposes as set out in “why we need your personal data”.

Do we use any data processors?

We occasionally sub-contract out the work to a third-party organisation to deliver our training packages. We ensure we have appropriate GDPR compliant contracts in place with our data processors. The data processor is not allowed to do anything with your personal data unless we have instructed them to do it and they cannot use it for their own purposes. They will not share your personal data with any organisation apart from us, unless they are required to do so by law. They will hold it securely and retain it for the period we instruct.

How long do we keep your personal data?

We keep records relating to provision of training to external organisations for 6 years from when the training took place.

PART 6 – IF YOU APPLY FOR A JOB WITH US

What personal data do we need?

When you apply for a job with us you will need to provide some or all of the following information as part of the job application process:

- Full name
- Postal address
- Telephone number
- Mobile number
- Email address
- Education history
- Qualifications
- Employment history
- Whether you have a disability and you believe you are eligible for a guaranteed interview (Disability Confident Employer)
- Whether you hold a driving licence and any endorsements on the licence
- Whether you hold a UK work permit
- A declaration related to pending prosecutions and spent criminal convictions as Teesside Mind are exempt from the Rehabilitation of Offenders Act

In addition to the information you will need to provide us with, we will also ask you to provide equal opportunities information on a voluntary basis to assist us in monitoring our commitment to equality, diversity and inclusion.

How do we get your personal data?

We collect information directly from you when you submit your application form and/or CV to us.

We will also collect information about you from your referees as you progress along the recruitment process.

Why do we need your personal data and which legal basis do we rely on for the processing?

We need your personal data to be able to process your application for a job with us, which includes, but is not limited to:

- assessing your suitability for the role applied for;
- making a decision on whether your application progresses to the next stage of the recruitment process (sifting and shortlisting);
- inviting you to interview or tests;
- making a decision on whether or not to appoint you to the role applied for;
- obtaining further information in order to carry out pre-employment checks if we make a conditional offer of employment to you; and
- gathering of information for equal opportunities monitoring

The legal basis we rely on to undertake our recruitment activities includes:

Contractual obligation (GDPR Article 6(1)(b))

The processing of your job application is necessary in order for us to take steps at your request before entering into a possible employment contract with us.

We require certain information from you to enable us to fulfil our employment pre-contractual and contractual obligations. If you are not able to provide all the necessary information we need we may not be able to process your application and consider you for one of our job vacancies.

Legal obligation (GDPR Article 6(1)(c))

We have certain obligations under employment law in relation to recruitment and selection and equal opportunities that we must comply with.

Processing for employment law (GDPR Article 9(2)(b))

Information you provide to us that relates to special category personal data, such as health, religious or ethnic information is necessary for our recruitment and selection purposes as it relates to our obligations in employment law.

Processing to assess working capacity (GDPR Article 9(2)(h))

We have certain obligations to assess your health in relation to your ability to work for us.

Who do we share your personal data with?

Your personal data is used by internal employees and contract staff for the purposes as set out in “why we need your personal data”.

We sometimes recruit jointly with other organisations, for example where we have partners in a contract or where funders are required to be involved in recruitment in

which case some of your personal data will be shared with them (as per the information we gather for the job application process outlined above)

Do we use any data processors?

We do not use any data processors for the purpose of recruitment and selection.

How long do we keep your personal data?

All unsuccessful candidate details are kept for 6 months from the end of the recruitment process they relate to.

Successful candidate details are transferred to their employment record and kept for 6 years after employment ends.

PART 7 – IF YOU ARE A SUPPLIER

What personal data do we need?

For us to pay you for the service or goods you have provided to us we need to collect and use a small amount of information about you and your business, this is also likely to include some information about the individuals who work at your business. The personal data we are likely to need is:

- Your business name;
- The name (first and last name) of the person who we are liaising with at your business (in some cases this may be several staff members details);
- Business postal address;
- Business email address;
- Business telephone number;
- Business mobile number;
- Bank details to enable payment to be made;
- VAT registration number
- Any other information you feel is relevant for the purposes of the processing.

We do not collect any of the special categories of personal data.

How do we get your personal data?

We obtain your data directly when we start to use your services or have purchased goods from you. We gather the relevant information from you to enable us to process payment to you for those services and goods.

We also obtain some data, such as your business name and contact details, indirectly from publicly available sources or recommendations from 3rd parties to enable us to contact you to enquire about the services and goods you provide prior to us making a purchase.

Why we need your personal data and the legal basis we rely on for the processing

We need your personal data to either enquire about the services or goods you provide that we may be interested in purchasing or to make a purchase. We then use your personal data to pay for those goods and services when you invoice us or to raise any queries about the payment.

The legal basis we rely on are:

Contractual obligation (GDPR Article 6(1)(b))

The services or goods you have provided to us are done so under contract or with a view to entering into a contract (i.e. we have asked you for a quote for the goods or to undertake the service for us).

We require certain information from you to enable us to fulfil our part of the pre-contractual and contractual obligations, e.g. we need to have certain information to make the purchase and to process payment. If you are not able to provide all the necessary information for us to do this, we will not be able to purchase the goods or services you provide or be able to make payment once purchased.

Legal obligation (GDPR Article 6(1)(c))

We have a legal obligation to pay for any services or goods we have purchased.

Who do we share your personal data with?

Your personal data is used by internal employees and contract staff for the purposes as set out in “why we need your personal data”.

Our Auditors will see personal data relating to suppliers and any payments we make.

How long do we keep your personal data?

We keep all financial data (which includes supplier information) for 6 years from end of the financial year it relates to.