PRIVACY NOTICE

For People Accessing Services

We want everyone who comes to us for support, or who supports us, to feel confident and comfortable with how any personal information you share with us will be looked after or used. This notice sets out how we collect, use and store your personal information.

We use your personal information for the following purposes: -

* To provide support and relevant services
* To keep membership records
* To inform you of news, events, activities or services running within Doncaster Mind
* To provide reports to our funders (e.g. Doncaster City Council)
* To manage our employees and volunteers
* To maintain our own accounts and records.

The lawful basis on which we collect personal data is “consent”. We always ask your consent to gather process and store your information. We use our secure on-line management information system, Lamplight to hold information and documents about you. Only authorised staff, volunteers and auditors can access it. However, please be aware that in exceptional circumstances we may also need to share information with a third party. In these situations we will work within Doncaster Mind’s Confidentiality Policy.

When you leave the service your information is archived securely on Lamplight and permanently deleted after seven years. This is the length of time we are required to keep information in case of any legal claims/complaints; for safeguarding purposes etc.

Your rights and your personal information

You have the right to:-

* ask for a copy of your personal information which we hold.
* ask us to change or complete any inaccurate or incomplete personal information held about you.
* ask us to delete or restrict the use of your personal information.
* withdraw your consent to the processing of your information at any time
* ask us to provide you or a third party with some of the personal information that we hold about you in an easily transferrable way.
* lodge a complaint with the Information Commissioners Office.

Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact Doncaster Mind, Exchange Buildings, Second Floor, 35 Market Place, Doncaster, DN1 1NE [office@doncastermind.org.uk](mailto:office@doncastermind.org.uk) Tel: 01302 812190 (local/national rates may apply)

You can contact the Information Commissioners Office on 0303 123 1113 (local/national rates may apply) or via their website <https://ico.org.uk/global/contact-us/email/>, by email [casework@ico.org.uk](mailto:casework@ico.org.uk) or by post to The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

**Consent**

**By signing this form you are confirming that you have read the Privacy Notice and that you are consenting to Doncaster Mind holding and processing your personal information.**

**Name:**

**Signed:**

**Date:**

|  |  |  |
| --- | --- | --- |
| How would you like us to contact you? (please circle your preference yes or no) | | |
| Permission to contact you by letter  Permission to contact you by phone  Permission to leave a voice message  Permission to send a text message  Permission to contact you by email  Permission to send newsletters and updated information on our services by email  Permission to share information with relevant professional partners on a need to know basis | Yes  Yes  Yes  Yes  Yes  Yes  Yes | No  No  No  No  No  No  No |

If you do not grant consent to the processing of your information it may create difficulties in contacting you and providing a quality service.

You can withdraw consent at any time by contact us: Doncaster Mind, Doncaster Mind, Exchange Buildings, Second Floor, 35 Market Place, Doncaster, DN1 1NE [office@doncastermind.org.uk](mailto:office@doncastermind.org.uk) Please note if you withdraw consent we will then stop processing your personal information but this will not affect any data that has been processed prior to this.