

For further information or to
send in completed Access to
Records form please contact:

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This leaflet is a general guide and not a full
and authoritative statement of the law. Every
effort has been made to ensure that this
information is correct at the date shown:
May 2018

Derbyshire Mind

Company Limited by Guarantee
Registered in England and Wales No. 2942312
Registered Charity No. 1041116

www.derbyshiremind.org.uk

Data Protection and privacy



Derbyshire Mind
April 2016 – March 2019

Data Protection Legislation

The Data Protection Act and General Data Protection Regulations (GDPR) outline how organisations should use and process personal information.

Derbyshire Mind respects your rights to privacy and manages information in line with this legislation.

Why does Derbyshire Mind hold personal information?

In order to deliver our services safely and effectively we will hold personal data about staff, volunteers and people who use our services or interact with our organisation. We must follow employment laws and ensure that we have enough appropriate information about people using our services so we can work with and support them fully.

What information is held by Derbyshire Mind?

The amount and type of information we hold will vary and depend upon your involvement with us. Examples of information we keep include:

- membership records
- advocacy case notes
- Staff & volunteer records
- donations
- Correspondence with us

How is this information used?

We only collect and use information for a specific purpose. We must let you know how and why that information is being used. We will ensure that information is accurate, kept up to date and kept securely.

How long is information kept?

Information at Derbyshire Mind is held for different periods of time depending on the nature of the data. We will tell you how long we will keep your data for when we begin working with you.

Can Derbyshire Mind disclose my information?

Personal information held by us is treated as strictly confidential. We are responsible for ensuring that information is not disclosed to anyone unless they are authorised to have access to it. We *will* disclose information about you if:

- you give us your permission
- Data Protection legislation or any other law allows us to *or*
- we are required to under Safeguarding and contractual procedures

Can I find out what information you have about me?

Yes, just ask us. We can also talk with you if you have any questions about why and how your information is being used.

Can I access my information?

Yes. You can ask us, either verbally or in writing. We will keep a record of requests and we may ask you to complete a form so that we are clear on what information you want and can get the details needed to locate information. We will also give you details of the process.

We will ensure that you have a copy of your information within one month.

Can I see all the information held about me?

Under Data Protection Legislation there may be circumstances when we are not able to give you a full copy of all your information. For example, if there is personal and sensitive information about another individual we cannot share this with you without their permission.

If you ask for information that includes something you do not have a right to see, we may have to delete or remove that information. We will only do this if the law allows us.