

## **Privacy Notice**

### **(Personal Information and How It is Used)**

#### **Background:**

At Derman, we want everyone who supports us, or who receives a service from us, to feel confident about how we use and protect any personal information that you share with us. This privacy notice explains how we collect and process data in compliance with the **Data Protection Act / General Data Protection Regulation (GDPR) of 2018**.

We are committed to protecting your personal data and making sure that we collect only the data that we need, that it is processed in a fair, transparent, secure and lawful manner, that it is kept no longer than necessary and that it is thereafter securely destroyed.

We've implemented appropriate physical, technical and organisational measures to protect the personal data we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

We will never sell or share your personal data with other organisations for marketing purposes.

#### **1. Information about us**

Here at Derman, we are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a "**data controller/processor**" for the purposes of **Data Protection Act / General Data Protection Regulation (GDPR) of 2018**. This means that we are responsible for, and control the processing of, your personal information.

#### **2. How we collect information about you**

Everything we do, we do to ensure that we can help people who is referred or come directly to us to benefit from our services get both support and respect. We want to make sure you receive the communications that are most relevant to you, be it through post, phone calls, visiting our website or receiving emails. We want to make sure you receive the best attention when you receive a service, book/attend on an event, or make a donation.

#### **We collect information from you in the following ways:**

**When you interact with us directly:** This could be if you ask us about our activities, receive a service from us, register with us for training, activities or an event, make a donation to us, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, or get in touch through the post, or in person.

**When you interact with us through GPs/partners organisations:** This could be if you access a service such as the Wellbeing Network which is delivered through a partnership of voluntary sector organisations. We are one of the service providers for the Wellbeing Network.

**When you visit our website:** Derman is committed to the privacy of individuals using our website. We gather general information which might include which pages you visit most often and which services, events or information are of most interest to you. We may also track which pages you visit when you click on links in emails from us. We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you. Wherever possible we use anonymous information which does not identify individual visitors to our website.

### **Content**

Our website offers accurate and up to date content. However, inaccuracies are sometimes unavoidable. Whilst we welcome feedback to correct errors, responsibility for the use of any information found here lies solely with the user. You also assume the risk of computer viruses, worms, Trojan horses and other destructive code by downloading files from this website.

You can contact us to report an error or inaccuracy at [admin@derman.org.uk](mailto:admin@derman.org.uk)

### **Links**

Derman is not responsible for the content or reliability of linked websites and does not necessarily endorse the views expressed within them. Listing should not be taken as endorsement of any kind. While we endeavour to keep all links up to date, we cannot guarantee that these links will work all of the time and we have no control over the availability of linked pages. To report a broken or dead link please contact us at [admin@derman.org.uk](mailto:admin@derman.org.uk)

### **Availability**

We cannot guarantee uninterrupted access to this website or the sites to which it links. We accept no responsibility for any damages arising from the loss of access to information.

### **Copyright**

The following copyright statement applies to content found on this site:

Derman reserves its right to retain its intellectual property. Visitors to this website are welcome to access this copyright material and view for any purpose, or to download onto electronic, magnetic, optical or similar storage media provided that such activities are for personal use or private research.

Content downloaded from this website may not be used for income generating activity without prior consent from Derman.

### **Cookies**

Cookies are small data files that are placed on your computer or mobile device by websites that you visit.

#### **Our cookies help us:**

Make our website work as you would expect  
Remember your settings during and between visits  
Improve the speed/security of the site  
Continuously improve our website for you

#### **We do not use cookies to:**

Collect any personally identifiable information  
Collect any sensitive information  
Pass data to advertising networks  
Pass personally identifiable data to third parties

Most web browsers allow some control of cookies. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org)

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

### **Log files**

We occasionally use our records of the pages users have visited on this website to analyse trends, administer the site and track users' movements. Our records do not contain any personal information about users.

## **3. What we collect and why we need it**

### **Personal Information / Sensitive Personal Information we collect includes your:**

- Full name, date of birth, and address
- NHS number
- Ethnicity
- Gender
- Reason for referral
- Brief medical history
- Other information may be relevant to the development of your support plan any risks to your health/your child's health
- Some other specific information according to service it is provided for the client (such as NI number/bank statement for welfare advice applications/forms etc.)

Your records will include correspondence (letters/notes of phone calls/ emails to/from other professionals/agencies) to other professionals involved in your care and our correspondence to you.

### **We will mainly use this information:**

- To provide the services that you have requested/referred and to evaluate the services we provide.
- When individuals apply to work at Derman to process their applications.
- Where you volunteer with us, to administer the volunteering arrangement.
- To process your donations.
- To update you with important administrative messages about an event/activity, services you have requested or your donation.
- To keep a record of your relationship with us.
- To contact you about our work and how you can support Derman.
- To invite you to participate in surveys or research.

We will treat your information with care and confidentiality and always in accordance with this Privacy Policy. We will only use personal and special category data to provide services to you and to evaluate the services we provide.

We need to keep your personal information up to date. If there are any changes to your circumstances during the time you are benefiting our services, for example, if you change your GP/address etc., please let us know.

#### **4. Legal basis for using your information**

In some cases, we will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you.

However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for Derman to process your information to help us to achieve our vision of ensuring that everyone experiencing a Mental Health problem gets both support and respect.

Whenever we process your Personal Information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

If we are providing you with a mental health service, the lawful basis on which we collect personal data is 'legitimate interest'. The legitimate interest we have identified is the pursuit of our mission as a mental health charity – 'to work with and on behalf of people with mental health problems, ensuring their fair and equal treatment, and to promote better mental health for all'. To provide an effective and safe service we need to process information about your mental health.

We may also collect and use information about your mental health in order to provide you with the service. This is 'special category' data, and we will treat it with extra care and confidentiality.

The lawful basis under which we process special category data is that we are providing health and/or social care services, and we process this data only so far as is necessary for the provision of these services.

If we have an agreement or contract with you to provide a specific service, for example counselling, the lawful basis on which we collect and process data is 'contract'. This means that we are processing data in order to fulfil - or determine if we are able to fulfil - our obligations to you under the agreement.

#### **5. Sharing your Information**

The personal information we collect about you will mainly be used by our staff (and volunteers) at Derman so that they can support you. Your data is held securely so that only staff with a specific need to access your data can do so.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

Derman may however share your information with other involved professionals, e.g. your GP and our trusted partners/funders who work with us on to deliver our services, but processing of this information is always carried out under our instruction and with your consent. We make sure that the data is kept securely, delete it when they no longer need it and never use it for any other purposes.

#### **Disclosure without consent**

Occasionally there are circumstances in which we have to disclose information and when we do not necessarily need to obtain client consent.

**The three main justifications for this are:**

- where there are concerns about the safety of a child or vulnerable adult.
- when it is in the wider public interest to do so, for example, in the case of a serious crime.
- when disclosure is required by law, for example when we are ordered by a court to do so.

## **6. Confidentiality and keeping your information safe**

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Derman is bound, by a common law duty of confidence and **by the Data Protection Act / General Data Protection Regulation (GDPR) of 2018** to protect personal information. Derman also has contractual responsibilities and professional codes of conduct, which we must abide by.

We receive regular training to make sure we understand our legal responsibilities to keep your personal information safe and to know in what circumstances we may have to share confidential information.

We have procedures and policies in place to make sure that your personal confidential information is secure and that access to your record is strictly controlled and, on a need, to know basis.

## **7. How long we hold your information for**

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations or to comply with BACP requirements, contractual obligations etc.

**More information can be found in our Data Protection Procedure.**

## **8. Your rights**

**Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing and provide us with evidence of your identity.

**Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.

**Consent:** If you have freely given us your consent to use personal information you can withdraw your consent at any time.

**Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.

**Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

**Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

**Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

If you wish to exercise any of these rights above, or if you want to discuss with us any aspect of our privacy practices or make a complaint, please contact our **Data Protection Officer Nurullah Turan at [dpo@derman.org.uk](mailto:dpo@derman.org.uk) or by calling on 0207 6135944.**

Should you be unable to resolve a matter with us you can make a complaint to the Information Commissioner's Office at <https://ico.org.uk>

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.