

Privacy – Policy and Procedure

Our Vision

We will not give up until everyone experiencing a mental health problem gets both support and respect. Swindon and Gloucestershire Mind creates services where people are recognised, valued and supported.

Our Mission

Swindon and Gloucestershire Mind provide advice and support to empower anyone in our local communities experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding.

Our Values

- **Selflessness**
We will act in the best interests of the people we support.
- **Integrity**
We will be principled in our work.
- **Objectivity**
We will act and take decisions impartially and fairly, without discrimination or bias.
- **Accountability**
We will take responsibility for what we do and how we do it.
- **Openness**
We will work and take decisions in an open and transparent manner.
- **Honesty**
We will be truthful and reliable.
- **Leadership**
We will model Swindon & Gloucestershire Minds values and lead by example in demonstrating organisational behaviours.

Introduction

At Swindon and Gloucestershire Mind we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website or use our services, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes.

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Any questions regarding this Policy and our privacy practices should be sent by email to hello@sgmind.org.uk or by writing to:

Swindon and Gloucestershire Mind
Sanford House
Sanford Street
Swindon
SN1 1HE

Alternatively, you can telephone 01793 432031.

Who We Are

Swindon and Gloucestershire Mind are a local mental health charity, affiliated to Mind, the leading mental health charity for England and Wales.

Our registered charity number is 1174786.

How Do We Collect Information From You?

We obtain information about you when you complete a paper referral form or use our website to complete a form; for example, the online referral forms, application forms, booking form or general enquiry form.

What Type of Information is Collected From You?

The personal information we collect from general enquires include your name, email address and telephone number. The personal information collected from referral forms is extended to include categories such as race, ethnic origin, religion, health, sexual orientation, some criminal history, next of kin and emergency contact details.

Why Do We Collect This Information From You?

We may use your information to:

- Contact you regarding queries raised on a form submitted.
- Understand your mental health concern and how best we can support you.
- Understand any potential risks to you, staff or others.
- Demonstrate we are striving to achieve an inclusive service.
- Seek further information in the event there are concerns regarding your health or in the event of an emergency.
- Contact you to schedule appointments and make well-being calls.
- Seek your views or comments on the services we provide.
- Notify you of changes to our services.
- Process a job application.

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Who has access to your information:

- Staff of Swindon and Gloucestershire Mind.
- Our data processor: we use a computer system called ‘Views’ to record personal information of our members which is necessary for us to deliver our services. We have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.
- On occasion we may be obliged to share certain information with other local services and agencies e.g. Local Safeguarding of Vulnerable Adults Team, Child Protection Team, if we are under a duty to disclose or share your personal information in order to comply with any legal obligation or to protect the rights, property or safety of our members, volunteers or staff.

Should this need arise we will disclose only the personal information that is necessary to carry out our obligations and we will take steps with the aim of ensuring that your privacy rights continue to be protected.

We will not sell or rent your information to third parties or share your information with third parties for marketing purposes.

Your Choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive email marketing communications from us about our products and services you can select your choices by ticking the relevant boxes situated on the form on which we collect your information or unsubscribe at any time.

We will not contact you for marketing purposes by post, email, phone or text message unless you have given your prior consent. You can change your marketing preferences at any time by contacting us via the details further down.

How long do we keep your information?

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity.

How you can access, change or erase your personal information:

The accuracy of your information is important to us. You have the right to request a copy of the information we hold about you so that you can ensure its accuracy. You also have the right to request a change or have all records of your personal data held by us erased where there is no legitimate reason for us to retain them.

You can request any of the above by the following methods:

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Email: hello@sgmind.org.uk

Telephone: 01793 432 031

Post: Swindon and Gloucestershire Mind, Sanford House, Sanford Street, Swindon, SN1 1HE.

How We Protect Your Information:

When you give us personal information through our website, we take steps to ensure that it's treated securely. Any sensitive information is encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear in the search bar next to your URL in browsers such as Google Chrome. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'Cookies'

Like many other websites, the Swindon and Gloucestershire Mind website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, it depends on your browser and computer, you can easily find out how on the internet. Turning cookies off may result in a loss of functionality when using our website.

Main Cookies Used on our Website Are:

Google Analytics

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site.

The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited

For more information on Google Analytics' privacy policy visit here

– <https://policies.google.com/technologies/cookies?hl=en-US>

Google Maps

These are Google Maps third party cookies, which are unique identifiers to allow traffic analysis to Google Maps.

Links to Other Websites:

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements

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on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

16 or Under:

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Review:

We keep this Policy under regular review.