

Privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

Contact details

Post

67 Branston Road, 67 Branston Road, Burton-on-Trent, Staffordshire, DE14 3BY

Telephone – 01283566696. Email - lynne.barrell@burtonmind.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions)
- Health and safety information
- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints
- Information relating to sponsorship

We also collect or use the following special category information to **provide services and goods, including delivery**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin

- Religious or philosophical beliefs
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following information for **service updates or marketing**

purposes:

- Names and contact details
- Addresses
- Location data
- Recorded images, such as photos or videos
- Information relating to sponsorship
- Records of consent, where appropriate

We also collect or use the following special category information for **service updates or marketing purposes**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following information for **scientific or historical research purposes, for statistical purposes or for archiving in public interest:**

- Location data
- Personal information used for administration of research
- Personal information used for the purpose of research
- Records of consent, where appropriate
- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following information to **comply with legal requirements:**

- Name
- Contact information
- Identification documents
- Financial transaction information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

- Any other personal information required to comply with legal obligations
- Health and safety information
- Safeguarding information

We also collect or use the following special category information to **comply with legal requirements**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following information for **recruitment purposes**:

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (e.g. job application, employment references or secondary employment)
- Education history (e.g. qualifications)
- Right to work information
- Details of any criminal convictions (e.g. Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We also collect or use the following special category information for **recruitment purposes**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Genetic information
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Witness statements and contact details
- Relevant information from previous investigations
- Information relating to health and safety
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask whether we transfer the personal information you gave us to another organisation, or to you. [Read more about data portability.](#)
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Contract – we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Safeguarding clinical supervision for clinical staff

For more information on our use of legitimate interests on a lawful basis, you can contact us using the contact details set out above.

- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information to provide and improve products and services for clients are:

We need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the ‘public task disclosure response condition’)., We need to safeguard national security, protect public security, or for defence reasons (the ‘national security, public security and defence condition’)., We need to respond to, or deal with, an emergency event or situation (the ‘emergencies condition’)., We need to protect the physical, mental or emotional well-being of people who need extra support, or to protect them from harm or neglect (the ‘safeguarding condition’).

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Contract – we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - development of appropriate services

For more information on our use of legitimate interests on a lawful basis, you can contact us using the contact details set out above.

- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for service updates or marketing purposes are:

We need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the ‘public task disclosure response condition’)., We need to safeguard national security, protect public security, or for defence reasons (the ‘national security, public security and defence condition’)., We need to respond to, or deal with, an emergency event or situation (the ‘emergencies condition’)., We need to protect the physical, mental or emotional well-being of people who need extra support, or to protect them from harm or neglect (the ‘safeguarding condition’).

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for **scientific or historical research purposes, for statistical purposes or for archiving in public interest** are:

- Contract – we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Ensure fair reach of services across the community.

For more information on our use of legitimate interests on a lawful basis, you can contact us using the contact details set out above.

- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for scientific or historical research purposes, for statistical purposes or for archiving in the public interest are:

We need to protect the physical, mental or emotional well-being of people who need extra support, or to protect them from harm or neglect (the ‘safeguarding conditions’).

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Contract – we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Emergencies Safeguarding

For more information on our use of legitimate interests on a lawful basis, you can contact us using the contact details set out above.

- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information to comply with legal requirements are:

We need to respond to, or deal with, an emergency event or situation (the ‘emergencies conditions). We need to protect the physical, mental or emotional well-being of people who need extra support, or to protect them from harm or neglect (the ‘safeguarding condition’).

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Contract – we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legal obligation – we must collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - contact purposes HMRC requirements Employment law pensions personal safety

For more information on our use of legitimate interests on a lawful basis, you can contact us using the contact details set out above.

- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for recruitment purposes are:

We need to share personal information with a public authority or another organisation because they need it for their public tasks or official functions (the ‘public task disclosure response condition’)., We need to respond to, or deal with, an emergency event or situation (the ‘emergencies condition’)., We need to protect the physical, mental or emotional well-being of people who need extra support, or to protect them from harm or neglect (the ‘safeguarding condition’).

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we give you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.

For more information on our use of legitimate interests on a lawful basis, you can contact us using the contact details set out above.

- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for dealing with queries, complaints or claims are:

We need to respond to, or deal with, an emergency event or situation (the ‘emergencies conditions’). We need to protect the physical, mental or emotional well-being of people who need extra support, or to protect them from harm or neglect (the ‘safeguarding condition’).

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Where we get personal information from

- Directly from you
- Health care providers
- Councils and other public sector organisations

How long we keep information

For information on how long we keep personal information, see our retention schedule at www.burtonmind.co.uk

Who we share information with

Data processors

Recruitment, contracts of work, health, safety

This data processor does the following activities for us: Financial employment processes
Contractors Safeguarding Emergency contacts and services Funders Financial auditors
Associate project staff Recruitment processes

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Relevant regulatory authorities
- External auditors or inspectors
- Professional consultants
- Organisations we're legally obliged to share personal information with
- Emergency services
- Previous employers
- Other relevant third parties:
 - NHS, Staffordshire County Council, HMRC, Sage payroll, financial auditors

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: lynne.barrell@burtonmind.co.uk

Telephone: 01283566696

Post: Burton & District Mind, 67 Branston Road, Burton on Trent, Staffs. DE14 3BY

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>