



PRIVACY NOTICE

For website, digital platforms and social media

Privacy Information for using website and other digital platforms

North Lincolnshire Mind takes everyone's privacy and data very seriously. This information and our [privacy policy](#) applies to everyone who use our services in person or online/over the telephone, uses this website, contact us via website or email/telephone/social media messages, supports us (when making donations or participating in one of our events), apply for a specific role in here (volunteer, support worker, etc), or have any other contact with us in any way.

By using our website/social media platform/donation platform, we understand that you agree to the terms of our privacy policy and consent for us to collecting, storing and using the information that you submit and/or we collect via cookies in line with our [privacy policy](#)

What data do we collect and how we collect it

From the very first time you get in touch with us, we gather information about you, for example when you contact us via our website, we will ask you for your name, telephone number and email address. This information is given by you to us when you contact us. We may also collect additional information like IP address and what pages you view and when.

Also, when you making donations via digital platforms (for example donate via Just Giving page), your data may be shared with us (like full name and address), but only a very limited amount of data. Please note that when donating via third party digital platforms, your card information is not held by us – it is collected by third party payment processor. They are committed to the secure online capture and processing of card transactions and the card information is only used to process the payment. If you want more information about what data is made available to us from digital partner organisations and how they process your information please check their privacy policy.

When you use social media (for example Facebook or Twitter), you may share information with us, so please check your profile settings and their privacy policy.

All information that is not personal to any person accessing our website/social media platform/donation platform or to someone else, such as questions, comments, ideas and suggestions, shall be deemed non-confidential, and North Lincolnshire Mind shall be free to disclose and use it without any obligation whatsoever towards the source of such information, for any purpose and through any means. North Lincolnshire Mind shall be free to use any ideas, inventions, concepts, know-how or techniques contained in such messages for any purpose whatsoever, including, but not limited to, developing, manufacturing and marketing products

How your information is stored and how long it will be stored for

We store information on our partner's platforms (Wix, Facebook, Instagram, Just Giving, etc.). Your information is secure and only few people have access to any of these accounts. The

accounts to these platforms are password protected and all of them have multi factor authentication (MFA) enabled.

Please note that keep your data on these platforms for maximum of 6 months. This allows you to raise any issues and concerns. After that period the communication (messages, emails, etc.) will be deleted. Also, some digital platforms will need to store your data for longer periods of time due to legal requirements (for example payment information on Just Giving page because of financial legal requirements). Please refer to the appropriate platform's Privacy Notice for more information of how they store your data and for how long.

Some information that you give us (identifiers like full name, etc.) will be stored in our database which is secure, password and MFA protected. We may do this to register you with us and start providing you certain services.

We will store your information for 3 years after the last contact with us. This is done to ensure that we can continuously provide you with our services and have information about you to ensure H&S, safeguarding and other legal duties are adhered to. Also, it gives you enough time to raise any issues and concerns.

Why we collect information and how we going to use your data

The information we collect via cookies is used to improve the content of our website and our standards of service to our service users and public. The information you voluntarily provide via website, social media, donation platforms or other digital platforms will be used to contact you using any method provided by you for the purpose of answering enquiry or giving support/guidance.

Rest assured that North Lincolnshire Mind will not sell or transfer your personal information to other companies/organisations, and will not use submitted information for purposes other than those set out when contacting us unless we may feel that there is a risk to yourself/others/public or we suspect a criminal activity.

If at any time persons accessing this website do not wish us to contact them, or if they have any questions concerning our privacy policy, please feel free to contact the team by emailing support@nlmind.org or call us 01724 279500.

North Lincolnshire Mind shall not be held responsible for technical problems that may occur during the process of electronic transfer over international networks that result in others viewing your information. Under no circumstances should persons accessing this website use our website and mailing addresses on the website to send North Lincolnshire Mind confidential information.

Use of cookies

'Cookie' is a small file which is downloaded onto your device's hard drive, whenever you view different pages on our website. Cookies allow websites and applications to store your preferences in order to present content, options of functions that are specific to you. They also enable us to see information such as how many people visit our website and which pages they tend to visit. A cookie can't be used to identify you and they do not provide us with access to your device or any information about you, other than that which you choose to share with us.

You can opt out of all our cookies (except the strictly necessary ones). Find out how to control and delete cookies in your browser. However, if you choose to refuse all cookies, our website may not function for you as we would like it to.

How do we store your data

Your data protection rights.

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at North Lincolnshire Mind, Printers Yard, Fenton Street, Scunthorpe, DN15 6QX, 01724 279500, support@nlmind.org if you wish to make a request.

How to complain

For any complaints please contact:

North Lincolnshire Mind
Printers yard
Fenton street
Scunthorpe
DN15 6QX

Tel: 01724 279500

Email: support@nlmind.org

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

Live chat on:

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

Tel: 0303 123 1113