



Privacy Notice

Service users

This is North Lincolnshire Mind Privacy Notice.

As part of the services we offer, we are required to process (collect, record, organise, store, share or destroy) personal data about our service users and, in some instances, the friends or relatives of our service users.

This privacy notice outlines why we need your personal data and what we do with it. It also explains what rights you have when it comes to your data.

If you have any concerns or questions please contact us: **North Lincolnshire Mind, Printers Yard, Fenton Street, Scunthorpe, North Lincolnshire, DN15 6QX, tel: 01724 279500, email: Jurate.klusaite@nlmind.org**

What data are we processing?

So that we can provide a safe and professional service, we need to keep certain records about you. We may process the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin;

We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your race, ethnic origin, sexual orientation or religion.

Why do we have this data?

We need this data so that we can provide quality services and support and to ensure that we are following our policies and procedures. By law, we need to have a lawful basis for processing your personal data.

We process your data because:

- We have your consent to process your data
- You asked us to provide certain services for you
- It is necessary for us to ensure that we will be able to protect your vital interests

We process your special category data because

- We are required to provide data to our funders, regulators, etc.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent at any time.

How do we use your data?

When you use health and care service like some services at North Lincolnshire Mind, important information about you is collected for that service. Collecting this information helps to ensure you get the best possible care and services.

We collect this information from or share it with:

1. You or your legal representative(s);
2. Third parties (see below)

We do this face to face, via phone, via email, via our website, via application forms and other forms of communication.

Third parties are organisations we might lawfully share your data with. These include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
- The Local Authority;
- Your family or friends – with your permission;
- Organisations we have a legal obligation to share information with i.e. for safeguarding;
- The police or other law enforcement agencies if we have to by law or court order.

Please note that the information collected about you when you use our services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with improving the quality and standards of

care provided; research into the development of new treatments; preventing illness and diseases; monitoring safety; planning services, etc.

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more, please visit www.nhs.uk/your-nhs-data-matters.

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Your rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service and we will attempt to respond as soon as possible, but no later than one calendar month from the date of your official written request.
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the Information Governance Alliance's guidelines.
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.

5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.

6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you would like to complain about how we have dealt with your request, please contact:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

<https://ico.org.uk/global/contact-us/>