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Privacy Notice

We want everyone who comes to us for support, or supports us, to feel confident about how their personal information will be looked after or used when shared with us.

Richmond Borough Mind (RB Mind) takes great care to safeguard the personal data of our service users, carers, volunteers and our supporters, and to process this data fairly and lawfully in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation 2020 (UK GDPR).

This Privacy Notice is for our service users, HR, members, donors, fundraisers, marketing and our website users. It sets out how we collect, use and store your personal information (this means any information that identifies, or could identify, you). For our HR Privacy Notice, please click [here](#).

If you have any questions regarding our Privacy Notice and/or our use of your personal data, or would like to exercise any of your rights, please get in touch via the following information:

Email us: info@rbmind.org (Data Protection Lead)

Telephone us: 020 8948 7652

Write to us:

Data Controller
Richmond Borough Mind
UK House
82 Heath Road
Twickenham
TW1 4BW

Data Protection Officer: nesar.khan@hope-may.com Nesar Khan (External Data Protection Officer - Hope & May)

If you are unhappy with the way we process your data, please get in touch by using one of the contact methods above. You can also make a complaint to the Information Commissioner's Office (ICO) which regulates the use of information in the UK. They can be contacted by:

Telephone 0303 123 1113

Write to the ICO: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Or by going online to www.ico.org.uk/concerns

If you are based outside of the UK, the complaint should be directed to the relevant Data Protection Supervisory Authority in that Country.

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1. Who are we?

We are Richmond Borough Mind and for the purposes of UK Data Protection Law we are registered with the ICO under registration number ZA038567. Our purpose is to provide information, advice and support to young people and adults experiencing mental health issues, as well as their carers.

In this Notice, 'RB Mind', 'we', 'us', 'our' means:

Richmond Borough Mind, charity registration number 1146297 with a registered address at 1st Floor Rear, UK House, 82 Heath Road, Twickenham, TW1 4BW.

2. Personal data collected, how and why we collect it, and on what lawful basis

Appendix 1 – Human Resources (employees, trustees, job applicants and volunteers)

Appendix 2 – Service Users

Appendix 3 – Fundraising

Appendix 4 – Website visitors and cookies

3. Fundraising and Marketing Communications

Your contact details may be used to provide you with information about our services or our fundraising opportunities via:

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- **Post**

We may use your Consent or our Legitimate Interest to send you fundraising or marketing communications by post. If you prefer not to hear from us in this way, please get in touch by using any of the contact details listed at the top of this notice.

- **Phone**

If you have provided us with your telephone number we may contact you by phone with fundraising and marketing communication under our legitimate interest (unless you are enrolled to TPS or you have told us not to do so).

- **Email, text or other electronic message**

We will only send you fundraising and marketing communications by email, text or other electronic message if you have provided your consent, or if you have been involved in a commercial transaction with us. You may opt-out of our fundraising and marketing communications at any time by clicking the unsubscribe link at the end of our e-marketing communication. Alternatively, you can let us know by using any of the contact details listed at the top of this notice.

4. Your Rights

Under data protection laws in the UK and EU, you have certain rights over the personal information that we hold about you. If you would like to exercise your rights, please get in contact with any of the details listed above. Here is a summary of the rights we think apply:

- a) **Right to be Informed**

You have the right to be informed as to how we use your data and under what lawful basis we carry out any processing. This Privacy Notice sets this information out however if you would like further information, please get in touch.

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b) Right of Erasure – also known as the right to be forgotten

You may ask us to delete some or all of your information we hold about you. Sometimes where we have a legal obligation we cannot erase your personal data.

c) Right to Object

You have the right to object to processing where we are using your personal information such as where it is based on legitimate interests or for direct marketing.

d) Inaccurate personal information corrected

Inaccurate or incomplete information we hold about you can be corrected. The accuracy of your information is important to us and we are working on ways to make this easier for you to review and correct the information that we hold about you. We will also carry out an annual accuracy check. If any of your information is out of date or if you are unsure of this, please get in touch through any of the contact details listed in this notice.

e) Right of restriction

You have a right to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

f) Right to Access your information

You have a right to request access to a copy of your personal information that we hold about you, along with the information on what personal information we use, why we use it, who we share it with, how long we keep it for and whenever it has been used for automated decision making. You can make a request for access free of charge and proof of identity is required.

g) Automated decision making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right to question the outcome of

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automated decisions that may create legal effects or create a similar significant impact on you. We currently do not undertake automated decision making.

h) Portability

You can ask us to provide you or a third party with some of the personal information that we hold about you.

i) Right to withdraw consent

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data

5. Transferring your information outside of the United Kingdom

Where personal data is stored outside of the UK and the EEA, safeguards to protect personal data may include but are not limited to the UK Addendum used in conjunction with the EU Standard Contractual Clauses (SCCs), or UK International Data Transfer Agreement (IDTAs). Such safeguards will be subject to Transfer Risk Assessments (TRAs).

Changes to our Privacy Notice

This privacy notice is kept under regular review. If we make any significant changes to the way in which we process your information, we'll make the required changes to this Privacy Notice and will notify you so that you can raise any concerns or objections with us.

When making less impactful changes, we'll update this notice and post a summary of the changes on our website.

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1. APPENDIX 1 – Human Resources

Freelancers, job applicants and current and former employees, trustees and volunteers

[How and when do we collect information about you?](#)

You provide several pieces of data to us directly during the recruitment period and subsequently upon the start of your employment/engagement.

In some cases, we will collect data about you from third parties, such as employment agencies or former employers when gathering references.

[What types of information is collected about you and who provides it?](#)

We keep several categories of personal data on our employees/freelancers/job applicants/trustees and volunteers in order to carry out effective and efficient processes. We keep this data in an electronic personnel file relating to each individual and we also hold the data within our computer systems, for example, our HR system.

Specifically, depending on your type of engagement with RB Mind, we may process the following types of data:

- a) personal details such as name, address, phone numbers
- b) name and contact details of your next of kin
- c) your photograph, your gender, marital status
- d) footage of the organisation events where you may appear
- e) information of any disability or other medical information you have disclosed
- f) right to work documentation

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- g) information gathered via the recruitment process such as that included in a CV, cover letter or application form, references from former employers, details on your education and employment history etc
- h) National Insurance number, bank account details and tax codes
- i) information relating to your employment with us (e.g job title, job description, salary, terms and condition of the contract, annual leave records, appraisal and performance indication, formal and informal proceedings involving you such as letters of concern and disciplinary, disciplinary and grievance proceedings.
- j) internal and external training modules undertaken
- k) information on time off from work including sickness absence, family related leave etc
- l) IT equipment use including telephones and internet access
- m) your biography and picture for the website (if applicable).

We may also process special category data which include health information, sexual orientation, race, ethnic origin, political opinion, religion, trade union membership, genetic and biometric data. We may also process criminal records information if the role involves DBS check.

[How is the information used?](#)

We are required to use your personal data for various legal and practical purposes for the administration of your contract of employment or your volunteer/trustee agreement, without which we would be unable to employ you. Holding your personal data enables us to meet various administrative tasks, legal obligations and/or contractual agreement obligations. We process information in relation to the DBS for our safe recruitment practices.

[Lawful basis for processing](#)

We mainly use 'contractual obligation' as a lawful basis for processing personal data for employees, job applicants and freelancers. We mainly use 'legitimate interest' for trustees and volunteers. We may also have legal obligations to process and share your data, for example we

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need to share salary information to HMRC or use some of your data to enrol you on a pension scheme.

We may rely on our legitimate interest for processing activities such as keeping supervision and appraisal records; using your image, bio and videos/pictures of the organisations' events where you may appear on our website or marketing/fundraising materials to promote the charity.

Some special categories of personal data, such as information about health or medical conditions is processed in order to carry out employment law obligations (such as those in relation to colleagues with disabilities and for health and safety purposes). We may also process other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief for the purposes of equal opportunities monitoring. When processing criminal records (for example, in order to perform DBS checks), the organisation relies on the lawful basis of legitimate interest. When processing special category data and criminal records, we rely on additional conditions of the UK GDPR and DPA 2018.

[How long do we keep your data?](#)

We only keep your data for as long as we need it for, which will be at least for the duration of your employment/engagement with us though in some cases we will keep your data for a period of 6 years after your employment/engagement has ended. If you've applied for a vacancy but your application hasn't been successful, we will keep your data only for 6 months, unless we seek your consent to hold this for longer.

Some data retention periods are set by the law. Retention periods can vary depending on why we need your data. Please get in touch by contacting us using the details above if you want to know more about retention period.

Data is destroyed or deleted in a secure manner as soon as the retention date has passed.

[Confidentiality - who do we share your data with?](#)

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Data in relation to your salary is shared with HMRC as part of our legal obligation. Data may be shared with third parties for the following reasons: for the administration of payroll, pension, HR functions (for example the online holiday booking system), administering other employee benefits if we introduce them. When sharing information with third parties, we have data sharing, processor agreements or contracts in place to ensure data is not compromised. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

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2. APPENDIX 2 – Service Users

How we collect information about you?

Everything we do, we do to ensure that we can help people experiencing a mental health problem get both support and respect. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post or phone calls, or following interactions such as booking onto an event, becoming a member or making a donation.

We collect information in the following ways:

- **When you interact with us directly** – this could be if you complete our online referral form, ask us about our activities, register with us for training or an event, make a donation to us, ask a question about mental health, purchase something, 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 partners or suppliers working on our behalf** – this could be through being eligible for clinical supervision as a volunteer counsellor which is delivered through trusted individuals working on our behalf and always under our instruction.
- **When you interact with us through third parties** – this could be if you provide a donation through a third party such as Just Giving, or one of the other third parties with whom we work, and you provide your consent for your personal information to be shared with us.
- **When you visit our website** – we gather general information which might include which webpages you visit most often and which services, events or information is of most interest to you.

Personal Information

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number and credit/debit card details (if you are making a purchase or donation), as well as information you provide in any communications with us. This information will be gathered at the point of referral to our services. You will have given us this information whilst making a donation, registering for an event, placing an order on our website or any of the other ways to interact with us. It might also include any information about you relating to any of our services you may have been referred to, or accessed.

One of the lawful reasons that allow us to process your personal information is legitimate interest. Much of the data that we collect from our service users falls under this category. This means that the reason that we are processing information is because there is a legitimate interest for RB Mind to process your information, to help us to achieve our vision of providing effective and person-centred support for individuals with mental health issues, and carers.

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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 your rights and interests would be harmed.

Sensitive Personal Information

Data Protection Law recognises that some categories of personal information are more sensitive. This Special Category Data can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs. Due to the nature of our services, we are likely to collect information on individual's demographics as well as their mental health, to enable us to provide appropriate support.

If you provide us with any sensitive personal information by telephone, email or by other means, we will treat that information with extra care and confidentiality and always in accordance with this Privacy Notice, as well as our Data Protection Policy and Confidentiality Policy (available on our website or by request to info@rbmind.org).

Individuals will need to consent to providing this information. In some cases, if you do not consent to providing this information, we may not be able to provide support or involve you with our organisation. Our team will be able to talk to you about this if you have any concerns, and we will also offer to signpost you to appropriate alternative services where possible.

[How is your information used?](#)

We may use your personal information to

- Carry out a thorough assessment of your needs;
- Ensure we provide you with the best services and to meet the needs of our funders' monitoring procedures
- Claim payments from the funders;
- Monitor and manage risk;
- Protect yourself and the general public;
- Safeguarding;
- Conduct evaluation;
- Collate anonymised or pseudonymised statistical information for funders, the charity and delivery partners
- Keep a record of your relationship with us.

[Lawful basis for processing](#)

We rely on the following lawful bases for processing your personal data:

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- To process information payment information for goods and services and/or donations, we rely on the basis of contractual obligation.
- For the direct provision of support and services, we process your personal information on the basis of our legitimate interest.
- To make informed decisions regarding the most appropriate support, we rely on our legitimate interest.
- To provide information that you have requested, we rely on our legitimate interest.
- To manage risks to your own and others' wellbeing, we process your personal information for safeguarding purposes.
- To compile anonymous data for the purposes of reporting to funders and commissioners about our services, we rely on our legitimate interest.
- To invite you to participate in surveys or research to evaluate and monitor the quality of RB Mind's services, we rely on your consent.

When we process special category data and criminal records, the lawful basis is supported by additional conditions of the law.

Occasionally we like to share the stories of our service users and supporters, to demonstrate our impact. When doing this we will always seek your consent and work with you to form a case study, and you can of course decide if you want to remain anonymous.

Receiving communications from RB Mind

On the basis of your consent, we may also use your personal information to contact you about our work and how you can support RB Mind.

As an organisation we offer subscription to our 'What's On' newsletter, our e-newsletter and general communications, and, in addition, many of our services will communicate their own updates and newsletters to their members. We only ask for your name and email address for our e-newsletter and general communications, and your name and postal address for the print version of 'What's On'. You can withdraw your consent and unsubscribe at any time using the link at the bottom of the emails you receive, or by contacting our communications team at communications@rbmind.org

We use a third party, MailChimp, to provide this service. The company provide a secure service compliant with relevant data protection legislation. In addition to sending the emails, they provide analysis for us on click rates, open rates, and information on the sharing and forwarding of emails. This helps make sure that we are providing information that is relevant to our subscribers and measures the effectiveness of our marketing and communications.

[Storage of information and how long we keep your data for](#)

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Keeping your personal information safe is very important to us. We have implemented appropriate physical, technical and organisational measures to protect the information we have under our control from improper access, use, alteration, destruction and loss.

The transmission of information via the internet is never completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your electronic information transmitted to us and any transmission is at your own risk. Any debit or credit card details which we receive on our website are passed securely to Sage Pay (our payment processing partner), according to the Payment Card Industry Security Standards.

We retain the personal data of all service users for a period of seven years post-service. After this time, personal data will be reviewed and securely destroyed.

Information relating to individuals who are referred to us who do not, for whatever reason, progress into one of our services will have their personal data retained for a period of six months.

[Confidentiality, data sharing and safeguarding](#)

The personal information we collect about you will mainly be used by our staff (and volunteers) at RB Mind so that they can support you.

The information you provide to us will only be used for the above purposes and not sold or rented to any third party individuals, organisations or companies.

RB Mind will not send information to an area outside the EEA (European Economic Area) without ensuring the appropriate level of protection for this information.

Where personal data is stored outside of the UK and the EEA, safeguards to protect personal data may include but are not limited to the UK Addendum used in conjunction with the EU Standard Contractual Clauses (SCCs), or UK International Data Transfer Agreement (IDTAs). Such safeguards will be subject to Transfer Risk Assessments (TRAs).

Occasionally, on the basis of our legitimate interest, we may be required to share information internally within the organisation if you are accessing more than one service, and for the purposes of decision making and risk management. We may also need to share information with partner providers where the service or support is provided by more than one organisation, or with non-partners such as your GP. Where this is the case we will inform you at the point of accessing a service. Please note that each organisation acts as individual data controller of your personal information and you should read their privacy notice in addition to this one.

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We will not pass on your details to anyone else without your express permission except in exceptional circumstances where we need to comply with our duty of care and safeguarding. This will include when a member of staff has reason to believe that an individual is in danger of harming themselves or others, or if there are concerns of a criminal nature.

In such a situation, efforts will be made to persuade the person to contact the appropriate statutory authorities or support (this may include their GP or a mental health professional). If they are unwilling to do this, staff will attempt to seek agreement from the individual to make this contact on their behalf. If the individual cannot be contacted or refuses to give permission for RB Mind to contact the statutory authorities, staff may decide the concerns are sufficiently serious to contact the authorities themselves with their concerns.

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3. APPENDIX 3 – Fundraising

Information collected and why, who provides it, data retention and lawful basis

When you make a donation

When you make a donation to RB Mind, we will collect your details so that we can process the payment, claim gift aid (if applicable) and thank you for your gift. The information gathered may be: name, email address, Gift Aid sign up, company name if donation made by an organisation, donation details, reasons to engage and postal address. This information may also be used to assist our compliance with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission, which require us to identify and verify the identity of supporters who make major gifts so we can assess any risks associated with accepting their donations.

This information allows us to process your donation, and deal with any potential enquiry. We rely on our legitimate interest to process this data. If you agree that we can claim Gift Aid on your donations, we are legally required to keep a record of the claim and your Gift Aid declaration.

We will retain your details securely in order to meet our legal and financial obligations, and to provide you with further information about our work, based on your consent or our belief that you would like to receive updates about our work and further opportunities to support it. This information will not be made available to anyone outside of RB Mind.

When you sign up to our fundraising events

Information is mainly provided by you via our website forms, via third party platforms (e.g. Eventbrite) or in person during the events by paper forms. The information gathered may be: name, email address, company name if applicable, donation/payment details, reasons to engage, postal address, email address and contact preferences.

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This information allows us to administer your sign up, process payments, and deal with any potential enquiry. We rely on the legitimate interest lawful basis to process this data.

During these types of events, we may also take photographs and video recordings of people attending where you may be included. This information allows us to showcase our work and have effective external communications. We ask for your consent at point of purchase.

If you are signing up to an event using a third party, please also refer to the privacy notice published on their websites.

When you show interest in supporting us (e.g. through a gift in your will or a pledge) and you decide to contact us

Information is provided mainly by yourself, via online forms or phone/email conversation with us. The information gathered may be: occupation, title, details of any correspondence had with us, date of birth, fundraising appeals responses, event participations with us and details of your reasons to engage with us.

This information allows us deal with your enquiry and show you how to get engaged. We rely on our legitimate interest to process this data.

[Philanthropy](#)

In case of a generous donation or in order to identify potential high value supporters, we may use profiling and screening techniques. We may undertake in-house research and from time to time engage specialist agencies such as Prospecting for Gold to gather information about you from publicly available sources, for example, Companies House, the Electoral Register, company websites, 'rich lists', social networks such as LinkedIn, political and property registers and news archives.

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We would gather publicly available information regarding previous charity support, connection to our cause, credibility, geographical, demographic, financial soundness, career information, peer networks and other publicly-available information (e.g. age, address, listed Directorships, hobbies and interests).

If you have already engaged with us, we may also profile information that you have provided to us during your engagement, including information such as occupation, title, details of any correspondence had with us, DOB, fundraising appeals responses, event participations with us, details of your reasons to engage with us.

We also use publicly available sources to carry out due diligence on donors in line with the charity's Gift Acceptance Policy and to meet money laundering regulations.

This information also allows us to understand how likely it is that you would be interested in supporting us so that we can better tailor our communications such as telling you about the things you are likely to be interested in, letting you know of ways to fundraise with us which are relevant to you and making sure that we only talk to you about a financial level of giving that is appropriate to you.

We rely on our legitimate interest in order to profile and screen your information. If you would rather we did not do this, please just let us know and we will, of course, respect your wishes. Otherwise, following our initial profiling and screening, we will contact you either via phone or via e-communication if consent has been provided. During our conversation, we inform you of our processing and of your rights as data subject (which include right to object, to restrict our processing and to have your data deleted). If you are happy to engage with us, we'll proceed with establishing our relationship with you, which will include further engagement and profiling.

Additionally, we sometimes ask existing supporters, trustees and volunteers whether they would be prepared to open their networks up to us. An existing supporter may tell us about an individual

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previously unknown to us and facilitate an introduction. In this scenario we would check that the person in question is registered on the TPS or FPS and exclude them if their details have been registered on either of these registries. We would then advise our Trustee or existing supporter about our data responsibilities and ask them to ensure that the person they would like to introduce to us is happy for an introduction to take place. Following the introduction, we would direct the individual to this privacy notice and confirm their marketing consent preferences before communicating with them further. We will also share a link to our privacy notice in the footer of all of our email communications.

[How long do we keep your data for?](#)

We keep your data as long as necessary. If you have showed interest in supporting us or participated in our events we may keep your data for up to 2 years. If you've made a donation and / or you are a regular donor, we may keep your data for 6 years for tax and audit purposes once you've stopped engaging with us.

Data is destroyed or deleted in a secure manner as soon as the retention date has passed.

If you wish to know more about our data retention, please contact us using the details above.

[Confidentiality - who do we share your data with?](#)

Please rest assured that we will never sell your details to any third party.

In addition, if we ever need to send data to a third party for processing for the purposes of legitimate interests (for example checking against the Telephone Preference Service, updating our records and prospect researching from publicly available sources such as the electoral roll) we will make sure the company we use has signed a data processing agreement with us or other contractual obligations, so that they are bound to take care of your data in the same way we do.

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We may also share personal information with external auditors, e.g. the Charities Commission or for the audit of our accounts.

We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations.

If you have made a Gift Aid declaration, we may disclose the information you have provided as part of the declaration to HMRC for the purpose of reclaiming gift aid on your donation(s). We may share or disclose your personal information if we are required to do so by any law, regulation or court order.

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4. APPENDIX 4 – Website visitors and cookies

How we use cookies on our website

Our website, <http://www.rbmind.org/>, uses cookies to:

- Help us monitor and understand how people use the website
- Identify returning or repeat visitors
- Manage the security of the website
- Manage people logging in or out of the website.

You can block these cookies using the appropriate desktop and mobile apps for your software and system.

How visitors use this website

We use Google Analytics and page tagging techniques to understand how this website is used by visitors. Find out more about what information Google collects, and how it uses and protects this information here: <https://support.google.com/analytics/answer/6004245?hl=en-GB>. The link also provides information on how you can opt-out of Google Analytics.

Google Analytics and this website can collect information such as:

- Visitor IP address, web browser, or device(s) used
- How people came to our website, and time spent on web pages
- Whether a visitor is logged into a restricted part of the website
- If a visitor has come to the website recently.

This information helps us:

- Make sure our website meets visitor and technological needs
- Understand if we are providing information the visitor needs or finds useful
- Make best use of our charity resources to promote what we do and support people who need our services.

Contacting us via the website

We can personally identify you if you leave a comment, submit a form or click an email link when you use the website. This includes information such as your name, IP address, email address, telephone number and any other information you provide to us. We do try to keep the information we collect to the minimum needed to allow us to respond to your feedback, messages, comments or queries.

Social Media

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When you interact with us on social media platforms such as, we may obtain information about you (for example, when you publicly tag us in an event photo). The information we receive will depend on the privacy preferences you have set on those types of platforms. Please review the privacy notice of those platforms, in addition to this one.

Links to other websites

Our website may contain links to other websites of interest. Once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.