

Where an individual is incapable of managing his or her own affairs, a person appointed by the court to manage those affairs may seek access.

If you require a copy of your records, please put your request in writing to:

Data Protection Officer  
Hertfordshire Mind Network  
Watford Wellbeing Centre,  
501 St Albans Road,  
Watford WD24 7RZ

You are entitled to receive some or all of your information.

### How to update or access your personal information

You may ask us at any time to correct or remove inaccurate or incomplete information. If the worker agrees that the information is inaccurate or incomplete, they will complete the records and inform you of this.

You have the right to know what personal information Hertfordshire Mind Network holds about you.

### Recording phone numbers and email addresses

We ask for your consent to contact you on home or mobile numbers and whether we can leave messages. We also ask your permission if we can send you marketing information on our services by email.

### Providing feedback

We value feedback from our clients and we may occasionally contact you to ask about your experience of our services. This helps us to plan and improve the services we provide.

### Comments and complaints

We want to learn from comments and complaints about our services. In the first instance, please speak with a member of staff. If you are not happy with the response, you can make a formal complaint - complaining will not affect the support provided by us in any way.

You can contact us by post, or via e-mail: [info@hertfordshiremind.org](mailto:info@hertfordshiremind.org)

You can get someone you know to comment or complain on your behalf.

### Further information

If you want to find out more or have any concerns, then please speak to a member of staff.

For further information on this, or anything else to do with your information, please visit our website [www.hertfordshiremind.org](http://www.hertfordshiremind.org) to read our Privacy Policy. Alternatively, contact:

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Hertfordshire Mind Network  
Watford Wellbeing Centre  
501 St Albans Road  
Watford WD24 7RZ

The Information Commissioner is the regulator for privacy and information rights legislation including the Data Protection Bill, General Data Protection Regulation (GDPR) 2018 and the Freedom of Information Act 2000. There is more information available on the Information Commissioner's Officer (ICO) website <http://ico.org.uk>

Herts Mind Network is a registered charity No. 1112487 and a company limited by guarantee No. 5532977



How we use your information

 02037 273500

 [info@hertfordshiremind.org](mailto:info@hertfordshiremind.org)

 [www.hertfordshiremind.org](http://www.hertfordshiremind.org)

 mind | Hertfordshire  
for better mental health Network

## When and how we collect personal information about you?

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Hertfordshire Mind Network provides mental health and wellbeing services to people experiencing mental ill health, and their carers, living in Hertfordshire.

When you interact with us we might collect personal information from you.

There are several occasions when this could happen, for example: if you enquire about our activities, make a referral to our services, access our services, make a donation to us, register for an event or training course, or otherwise provide us with personal information.

This could also happen when you phone us, go onto our website, or communicate through our social media accounts, email us, contact us in person and when you access support from our services.

## What information do we collect?

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Personal information might include your name, age, email address, telephone number, postal address and bank or credit/debit card details, as well as the information you provide in any correspondence between us.

## Sensitive Personal Information

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If you share your personal experience or the experiences of a friend or relative, we may also record this health information.

If you contact us by telephone, email or via the website, you may choose to provide details of a sensitive nature. We will treat this information with care and confidentiality and always in accordance with our Privacy Policy.

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health,

race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

## Who sees your personal information?

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The personal information we collect about you will be used by our staff and volunteers to support you.

## How do we use personal information?

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We may use your personal information to:

- To ensure that appropriate information is available to all those who support you.
- To ensure your support is safe and effective.
- To support you in managing your own mental health and wellbeing.
- To help staff review the support they provide.
- Investigate any complaints.
- To disclose information if we are required to do so by law.

Your records are used to guide and manage the support you receive. It is therefore important that you give us accurate information and inform us of any relevant changes.

## How do we store and protect your information?

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Your personal information and details of enquiries are stored on a secure database. This means that important details about your support and wellbeing will be available to Hertfordshire Mind Network professionals involved in your direct support.

We keep personal information for no longer than is necessary for the purposes of its use. We carry out periodic deletion of data when the retention period has expired or when the need to continue holding such data is no longer necessary.

At present, we do not transfer nor store your personal information outside the EEA. If we chose to do so in the future, we will update this Policy and we will comply fully with our legal obligations as a data controller and take all steps necessary to ensure that your personal information is treated securely and in accordance with legislation.

The sensitivity of client information is well understood within Hertfordshire Mind Network. All staff are given training on their duty of confidentiality to you.

## When information may be shared and with whom

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We will only use this information for the purposes of dealing with your enquiry, training, providing support and quality monitoring or evaluating the services we provide.

We will not disclose any information that identifies you to anyone outside your support team without your express permission, unless there are exceptional circumstances such as when there is serious risk of harm to yourself or others, or where the law requires it.

We will ask for your explicit consent if identifiable information is to be shared with other organisations in relation to your support needs e.g. housing providers, other voluntary sector services. This will be subject to strict agreement about how it will be used.

If you do not wish personal data to be used or shared in the way that is described in this leaflet, please contact us.

On occasion we may provide services in partnership with other organisations. This will be made clear at referral and will be discussed with you.

## Accessing your own information

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You have the right to access information from your own records under the Data Protection Act 1998, with some exceptions.