

Privacy Policy

At SECE Mind, we take your privacy seriously. We know how important it is to you that we protect your personal information and we are committed to guarding your confidentiality and respecting your choices at all times.

We know you place your trust in SECE Mind and we work hard to keep that trust, every day. So we have reviewed all our processes for how we collect, use, share, secure and store personal data, reflecting our commitment to ensuring we always follow the very best practice. Our processes are detailed in SECE Mind's Data Protection Policy and Data Retention policy.

SECE Mind is a "data controller". This means that we are responsible for determining the purpose and means of processing personal data relating to you. "Personal data", or "personal information", means any information relating to an identified or identifiable individual in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. There are "special categories" of sensitive personal data, meaning data relating to racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, physical or mental health conditions, sex life or sexual orientation, genetic data, and biometric data which require a higher level of protection.

The information we collect helps us to give you the best possible experience with SECE Mind, from sending updates on the services you're helping to alerting you to urgent appeals. To help us provide the best possible experience, we research our donor database and aim to maximise the impact and cost-effectiveness of our fundraising activities by tailoring appeals to the specific individual.

We will never sell or trade your personal information to anyone. Where we use information for fundraising purposes, it will only be shared where necessary and with appropriately trained SECE Mind staff, volunteers and contractors.

SECE Mind also works hard to put in place robust security measures to protect stored data, whether it is held in paper files or on our computer systems.

You can ask us at any time to provide you with a copy of the information we hold about you, including where and how we obtained it, why we are keeping it and what we are using it for. This is called a 'Subject Access Request' and you can make one by contacting SECE Mind's Data Compliance Officer using the details below. All requests will be dealt with within 30 days of receipt.

You also have a right to decide on the information you would like to receive from us – you can stop receiving direct marketing and communications about the vital work we do for mental health by using the details below. All requests will be dealt with within 28 days of receipt.

If you would like to know more about our commitment to your privacy, you can get in touch with our team

To get in touch:

Write to us: SECE Mind, 112a Southchurch Road, Southend, Essex, SS1 2LX

Email us: office@seandcessexMind.org.uk

Call us: 01702 601123

Who are we?

We're South East and Central Essex Mind, the mental health charity in Essex dedicated to helping people experiencing mental health issues. SECE Mind is a registered charity (no. 1148451) and company limited by guarantee (no. 07597188).

The registered address is SECE Mind, 112a Southchurch Road, Southend, Essex, SS1 2LX

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about services, to make a donation, or if you register to receive one of our weekly newsletters.

We obtain information about you when you make an application or referral to use our services. When you meet with us for support, we will discuss and record the details of any assessments, support sessions and any contacts we have with you.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make a donation online, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below. When we record information for services we provide, we will always make you aware of what we are collecting and only collect what is necessary for us to provide an appropriate level of service to you. Examples of this are an assessment for counselling, recovery star assessments or notes from our sessions to agree action and progress towards these.

Processing information about you

We will only administer personal information in accordance with the lawful bases for processing. At least one of the following will apply when we process personal data:

Consent: You have given clear consent for us to process your personal data for a specific purpose.

Contract: The processing is necessary for a contract we have with you, or because we have asked you to take specific steps before entering into a contract.

Legal obligation: The processing is necessary for us to comply with the law (not including contractual obligations).

Vital interests: the processing is necessary to protect someone's life.

Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.

Legitimate interests: the processing is necessary for our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect your personal data which overrides those legitimate interests.

How is your information used?

We may use your information to:

To provide you with a service

Process a donation that you have made;

Process orders that you have submitted;

To carry out our obligations arising from any contracts entered into by you and us;

Dealing with entries into a competition;

Seek your views or comments on the services we provide;

Notify you of changes to our services;

Send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services;

Process a grant or job/volunteer application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of gift aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

Your data will be shared with individuals within the Company where it is necessary for them to undertake their duties with regard to organisational functions. This includes, for example, the HR department, the Finance department, the Fundraising and Communications department and all Services. It may be necessary for us to share your personal data with a third party or third party service provider (including, but not limited to, contractors, agents or other associated/group companies) within, or outside of, the European Union (EU). Data sharing may arise due to a legal obligation, as part of the performance of a contract or in situations where

there is another legitimate interest (including a legitimate interest of a third party) to do so. The list below identifies which activities are carried out by third parties on our behalf:

Payroll

Pension providers/administrators

It services

HR and legal advisors

Insurance providers

Fundraising platforms

Customer relationship management databases

Website provision and add-ons.

Data may be shared with 3rd parties in the following circumstances:

In relation to the maintenance support and/or hosting of data

To adhere with a legal obligation

In the process of obtaining advice and help in order to adhere with legal obligations.

When we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

If data is shared, we expect third parties to adhere and comply with the GDPR and protect any data of yours that they process. We do not permit any third parties to process personal data for their own reasons. Where they process your data it is for a specific purpose according to our instructions.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. We may anonymise your data to demonstrate to funders or potential funders the reach and impact of the services we offer.

When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Automated decision-making

We do not anticipate that any of our decisions will occur without human involvement. Should we use any form of automated decision making we will advise you of any change in writing.

Your choices

You have a choice about whether or not you wish to receive information from us. If you want to receive direct marketing communications from us about the vital work we do mental health and our services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information

We are currently updating all of our contact preferences and you may be contacted by us to ask for your consent. This is so we are compliant to the new GDPR laws. We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by emailing office@seandcessexmind.org.uk or by telephoning on 01702 601123

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us on office@seandcessexmind.org.uk, or write to us at: SECE Mind, 112a Southchurch Road, Southend, Essex, SS1 2LX Alternatively, you can telephone 01702 601123

You have the right to ask for a copy of the information we hold about.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft internet explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or

where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Use of 'cookies'

Like many other websites, our website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning off cookies may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services we offer through our website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our

servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this policy.

Website recording

Our website may also use website recording services in the future. These may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. The information collected does not include bank details or any sensitive personal data. Data collected will be solely for our own internal use only. The information collected is used to improve our website usability and is stored and used for aggregated and statistical reporting.

SECE Mind's fundraising privacy procedures

What information does SECE Mind collect?

As well as name and contact details, we record information about any donation you have made to the charity, your communication with the charity and your personal communications preferences. We may also ask you to tell us how you heard about us or why you have chosen to donate; that and any other information we gather about you will help us fundraise more efficiently and effectively and tailor the marketing communications we send you.

If at any time you would like to change the way we communicate with you, or would like to stop receiving communications altogether, please let us know. You can contact us via 01702 601123 or office@seandceesexmind.org.uk

What we do with your data and what we don't do

We shall process the data you supply in order to give you the information you have requested, or to take the donation you have given.

We will never share your data outside of SECE Mind nor sell or trade your personal data to anyone. Where we use information for fundraising or marketing purposes, it will only be shared where necessary and with appropriately trained SECE Mind staff, volunteers and contractors.

How will you contact us?

We will only mail appeals to supporters who have demonstrated an active interest in the charity. These supporters will have donated within the last two years or will have demonstrated a long-term interest in the charity (through such activity as pledging a gift in their will). Our materials will always give an option for the supporter to opt out of SECE Mind marketing and communications; and we will never send appeals to anyone who has opted out.

We will only make fundraising appeals by email or phone to supporters who have asked to receive calls and emails from us. Each call or email will include an opportunity for a supporter to opt out of future communications. We will never call or email anyone who has asked not to be contacted in this way.

We will contact you via email, phone, mail or SMS, depending on your stated communication preferences:

If you have given your consent we will communicate with you via email about our activities and we may ask you for (further) financial support. You can remove your name from SECE Mind's email lists at any time by clicking on the unsubscribe link within the email.

If you have supplied us with your postal address and shown your positive support for the charity (perhaps by donating or pledging a gift in your will), we will mail you updates on our work, fundraising appeals and newsletters. You can opt-out at any time, by completing and returning the form we send you, calling us on 01702 601123 or emailing office@seandceesexmind.org.uk

If you have given your consent to receive telephone calls and have provided your telephone number to us, we may occasionally ring you to ask for your financial support, update you on our work, discuss administrative matters relating to your donation or check you are happy with the communications you are receiving from us. You can opt-out from phone calls at any time, by emailing office@seandceesexmind.org.uk or calling 01702 601123

If you have donated to us via SMS and not opted-out, we will contact you about future appeals and may need to contact you regarding the administration of your donation. You can opt-out by following the instructions within the SMS, or by contacting us via 01702 601123

If you want to update your personal data and preferences for communications from us please email us at office@seandceesexmind.org.uk or call 01702 601123 to speak to our friendly supporter care team.

People who email us

Any email sent to SECE Mind, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used.

SECE Mind may use a matching function within our CRM to match an email address with a record. This is to give us a full communication history to better understand your interactions with us and improve our supporter care.

What is SECE Mind's legal basis for processing supporter data?

SECE Mind's data protection policy, privacy statement and data retention policy were all designed to ensure the charity's compliance with the general data protection regulations (GDPR) and the privacy and electronic communications regulations (EC directive)(amendment) 2011.

For all email and telephone outbound direct marketing we use positive consent as the legal basis to undertake this activity. We maintain a record of this consent and its source.

We rely on legitimate interest as the legal basis for undertaking outbound postal direct marketing. This allows us to send outbound postal direct marketing to supporters who have donated within the prior 24 months and have not opted-out from receiving postal direct marketing; and to supporters who have demonstrated a deeper level of support, through such activity as pledging a legacy gift, and have not opted-out from receiving postal direct marketing.

Notes for job applicants

This statement is applicable to job applicants. It is not intended to, neither will it, form part of any contract of employment or contract of services. We reserve the right to make changes to this statement at any time, if you are affected by substantial changes we will make an alternative statement available to you. Where you are successful in your application and are appointed to a position you will receive a more detailed data protection compliance statement.

The list below identifies the kind of data that we will process about you during the application process:

Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses

Date of birth

Gender

Your photograph

Marital status and dependents

Information included on your cv including references, education history and employment history

Documentation relating to your right to work in the UK

National insurance number

Copy of driving licence

Evidence of qualifications or professional memberships.

The following list identifies the kind of data that we will process and which falls within the scope of “special categories” of more sensitive personal information:

Information relating to your race or ethnicity, religious beliefs, sexual orientation,

Information about your health, including any medical conditions and disabilities;

Information about criminal convictions and offences

Your personal information is obtained through the application and recruitment process, this may be directly from candidates, via an employment agency or a third party who undertakes background checks. And any further personal information that may be collected in the course of job-related activities throughout the period of you working for us in the event you become an employee.

The circumstances in which we will process your personal information are listed below:

Making a decision about your recruitment or appointment

Making decisions about terms and conditions, salary and other benefits

Checking you are legally entitled to work in the UK

Assessing qualifications for a particular job or task

Education, training and development requirements

Complying with health and safety obligations

Preventing fraud

In order to fulfil equal opportunity monitoring or reporting obligation

Occasionally, special categories of data may be processed where you are not capable of giving your consent, where you have already made the information public or in the course of legitimate business activities or legal obligations and in line with the appropriate safeguards.

Examples of the circumstances in which we will process special categories of your particularly sensitive personal information are listed below (this list is non-exhaustive):

In order to protect your health and safety in the workplace

To assess your physical or emotional fitness to work

To determine if reasonable adjustments are needed or are in place

In order to fulfil equal opportunity monitoring or reporting obligations

Where appropriate, we may seek your written authorisation to process special categories of data. Upon such an occasion we will endeavour to provide full and clear reasons at that time in order for you to make an informed decision. In any situation where consent is sought, please be advised that you are under no contractual obligation to comply with a request. Should you decline to consent you will not suffer a detriment.

Information about criminal convictions

We will only collect criminal convictions data where it is appropriate given the nature of your role and where the law permits us. This data will usually be collected at the recruitment stage or during the course of your employment.

We may process such information to protect yours, or someone else's, interests and you are not able to give your consent or we may process such information in cases where you have already made the information public.

We anticipate that we will process information about criminal convictions.

Notes for employees

The list below identifies additional information that we will hold about you:

Bank account details, payroll records and tax codes

Salary, pension and benefits information

Leave records including annual leave, family leave, sickness absence etc

Start date

Location of employment or workplace

Current and previous job titles, job descriptions, pay grades, training records, hours of work, professional membership and other terms and conditions relating to your employment with us

Compensation history

Internal performance information including measurements against targets, formal warnings and related documentation with regard to capability procedures and appraisal forms

Information and relevant communications regarding disciplinary and grievance issues

Cctv footage and other information obtained through electronic means such as building entry card records

Information about your use of our information and communications systems

Information about your health, including any medical conditions and disabilities

Information about criminal convictions and offences

Data may be collected during the course of your engagement with us to enable its continued existence or development.

The additional circumstances in which we will process your personal information are listed below.

Making decisions about who to offer initial employment to, and subsequent internal appointments, promotions etc.

Responding to requests from third parties such as a reference request or mortgage approval etc.

Making decisions about salary and other benefits

Providing contractual benefits to you

Maintaining comprehensive up to date personnel records about you to ensure, amongst other things, effective correspondence can be achieved and appropriate contact points in the event of an emergency are maintained

Effectively monitoring both your conduct and your performance and to undertake procedures with regard to both of these if the need arises

Offering a method of recourse for you against decisions made about you via a grievance procedure

Assessing training needs

Implementing an effective sickness absence management system including monitoring the amount of leave and subsequent actions to be taken including the making of reasonable adjustments

Gaining expert medical opinion when making decisions about your fitness for work

Managing statutory leave and pay systems such as maternity leave, pay etc.

Business planning and restructuring exercises

Dealing with legal claims made against us

Preventing fraud

Ensuring our administrative and IT systems are secure and robust against unauthorised access

Changes to this policy

We keep this policy under regular review. This policy was last updated in [XXX]. If we update our privacy statement, data protection policy or data retention policy, we shall post changes on this page so you are always aware of how SECE Mind uses your personal information.

QUESTIONS OR COMPLAINTS

Should you have any questions regarding this statement, please contact the Chief Officer who acts as Data Compliance Officer on 01702 601123

The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.