

Oxfordshire Mind and your personal data

Data Privacy Notice Summary

This document is a summary of the Data Privacy Notice for people who receive a mental health and wellbeing service from Oxfordshire Mind, for more in-depth details please refer to the full, published Data Privacy Notice

What do Oxfordshire Mind do with your personal data?

What you need to know

Oxfordshire Mind is committed to protecting the privacy and security of your personal information. We want everyone who uses our services to feel confident and comfortable with how the information shared with us will be looked after and used.

In this leaflet we set out a summary of how we collect, process and store any information that could identify you. For more detailed information, please refer to our full data privacy notice on our website.

Is Oxfordshire Mind legally allowed to collect and process personal data?

Under the UK General Data Protection Regulation (GDPR) ¹organisations must state their legal basis for using people's personal data. There are six reasons for which the law allows the processing of personal data. Because we provide mental health services for people in Oxfordshire and the Western part of Berkshire on behalf of a public authority, we are legally allowed to collect personal data from the people we support. Where this isn't the case, we have a legal legitimate interest in providing a service to you, as long as it doesn't conflict with your interests and freedoms, or we might ask you to provide explicit consent to allow us to collect and process your data.

How to contact us

Email us

dataprotection@oxfordshiremind.org.uk

Phone us

01865 263755

Write to us

Data Protection Lead, Oxfordshire Mind
2 Kings Meadow, Osney Mead
Oxford, OX2 0DP

What personal data we collect and how we use it

The information we hold about you will usually be collected from you by an Oxfordshire Mind Worker. Sometimes it may be provided to us by another organisation referring you to one of our services for support.

The information we collect is used to provide you with services to support your mental health and wellbeing. This includes the following:

We keep records of:

Your support needs and the support you've used previously, including health conditions or disabilities and any reasonable adjustments that can be made to enable you to use our services, so that we can provide you with ongoing advice and support.

Your address and contact details so that we can contact you about the support you receive from our services, and we keep emergency contact and next of kin information in case we need to let someone know about an emergency.

Your GP and other professionals so that we can work with them where we are allowed to do so. This may include keeping your NHS number or national insurance number so that we can identify you reliably.

Your ethnicity, sex registered at birth, gender, age, sexual orientation and religion so that we can monitor how easily our services can be used by people from different groups in the local population.

Oxfordshire Mind works closely with other health services and, in order to make sure your support is as continuous and seamless as possible, we may share information about your needs and your care directly with other services from which you are already receiving support. In most cases this will be an organisation that has referred you to us, for example, your GP practice if you have been referred to one of our primary care teams. In some cases, you may be able to ask that we don't share information this way. Please speak to the Wellbeing Worker supporting you.

As part of our contract requirements with Oxford Health NHS Foundation Trust and Oxford Mental Health Partnership we share some information to prevent duplication in monitoring outcomes across Oxfordshire. If you would like to know more about this, you can ask for a copy of our Information Sharing Protocol with the OHFT and OMHP.

How we keep information about you secure

We keep almost all personal information on a secure database that can only be accessed by our staff. A small amount of information, for example information used to book appointments and process referrals, is kept in other secure systems that are only accessible by the Oxfordshire Mind teams that use them. All of our staff receive regular training on data protection and GDPR.

Your rights under data protection law

You have the right to know what information we hold about you and how we use it, and you can ask us for copies of all the personal information we hold about you.

If you think we are holding personal information about you that is incorrect or incomplete, you have the right to ask us to correct or complete it.

You have the right to ask us to remove your personal information in certain circumstances – for instance if we no longer need it for the purpose for which we collected it or if we need your consent to retain it.

You have the right to ask us not to use your data in certain circumstances – for instance, if the information could be incorrect and needs to be verified.

You have the right to object to your data being processed by us if you believe that the harm or distress caused by the processing outweighs our contractual obligations and interest in supporting you.

You have the right to ask for any electronic data you have provided to us to be shared with you in a way that can be used by other services or applications.

For more information -<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

¹ The General Data Protection Regulation (GDPR), which came into effect in May 2018, provides a legal framework for keeping everyone's personal data safe by requiring companies to have robust processes in place for handling and storing personal information. It's also designed to protect individuals from being contacted by organisations without express permission.

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