

Privacy Notice for users of Oxfordshire Mind services

Oxfordshire Mind is committed to protecting the privacy and security of your personal information to ensure that everyone who uses our services feels confident and comfortable with how the information you share with us will be looked after and used. Oxfordshire Mind is part of the Mind Federation but operates independently from other local and national Mind services. Some Oxfordshire Mind services are provided under the name ‘Mind in Berkshire’.

This Privacy Notice sets out how we collect, process and store your personal information (this means any information that identifies or could identify you) in accordance with Data Protection legislation, including the UK General Data Protection Regulation (UK GDPR). For more information, please refer to Oxfordshire Mind’s Data Protection and Confidentiality Policy

We collect, store, and use the following categories of personal information about you.

INFORMATION WE HOLD ABOUT YOU

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- Date of birth.
- Gender.
- Sex registered at birth.
- Ethnicity.
- Sexual orientation.
- Relationship status.
- Religion or belief
- Whether you provide care for someone, including whether you are a young carer (someone under 18 years old). This means that you help to look after a relative or friend who needs support because of a disability, illness, mental health condition or drug or alcohol problem).
- Whether you are a parent or provide care for any children or young people and the ages or dates of birth of the children or young people you care for.
- If you are younger than 18 years old, we may collect the name of a parent or carer or other trusted adult who accompanies you to your appointment(s).
- Next of kin and emergency contact information.
- National Insurance number.
- Employment status.
- Whether you are in the armed forces.
- Whether you are a student
- Name and address of your GP and other professionals that support you.
- Information about your health, including any health conditions or disabilities that you tell us about, including reasonable adjustments to enable you to access our services, your height and weight and your smoking status.
- Details of the Oxfordshire Mind services with which you have engaged, including groups and courses that you have attended.
- Responses you have provided to questionnaires and tools designed to assess your wellbeing needs and any outcomes or scores.
- Records of your contact with Oxfordshire Mind services, including phone calls, texts and messages and notes made by practitioners during formal or informal appointments.
- Any other information that you have shared with us or that another organisation has authority to share with us that will be used to provide you with support for your mental health and wellbeing.

- NHS number.

Under the UK General Data Protection Regulation (UK GDPR) the lawful bases we rely on for collecting and processing this information are:

- We need it to perform a public task, for which we have been contracted by a public authority, OR
- We have a legitimate interest in collecting and processing information in order to provide a service to you and collecting and processing information will not conflict with your interests, rights and freedoms, OR
- In some cases, we will ask you to provide explicit consent to allow us to collect and process your data.

Data Protection Law recognises that some categories of personal information are more sensitive and require additional protection. Special Category Data include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation, religious beliefs, trade union membership, genetics or biometrics and can only be processed where additional conditions are met.

We will only collect and use information that falls into these categories for the purposes of providing you with support and quality monitoring or evaluating the services we provide. In most cases we will rely on the condition of substantial public interest on the basis that we are supporting individuals with or at risk of developing particular health conditions, providing confidential one-to-one support, and safeguarding individuals at risk. In some cases, we may ask you to provide explicit consent to allow us to collect and process special category data.

How we collect and use your personal information

The information outlined above ("Information we hold about you") will usually be collected directly from you by a member of Oxfordshire Mind staff. In some cases, information may be provided to us by another organisation that has authority to share your information - for instance, to refer you to one of our services for support. Your information will be entered and stored on a secure client management system which can only be accessed by Oxfordshire Mind staff.

The information we collect will be used to provide you with services to support your mental health and wellbeing. This includes using aggregated information to monitor and evaluate our services in order to ensure that our services are accessible, equitable and effective.

In some cases, it is a requirement of our contract with organisations that commission or fund our services (such as NHS services, local authorities and national Mind grants and schemes) that we provide information about the people we are supporting as part of our contract and in some cases we share information with partner organisations in order to ensure the care we provide is continuous and as seamless as possible. Where this is the case, information is shared via a secure email or entered directly into a partner organisation's secure database system and kept securely in accordance with that organisation's data protection policy and with data protection legislation. It is important to remember that whenever your personal or sensitive data is held by any organisation, including Oxfordshire Mind and its partners, that organisation is required by data protection law to keep your data safe and only use it for the purpose for which it was collected.

There are some other circumstances in which we may share your information with other organisations. For example, if we believed you or someone in your care was at risk of serious

Oxfordshire mind mind in Berkshire

harm. For example, we might need to share information with the Police or emergency services if we believed you were at risk of harm.

HOW WE USE INFORMATION ABOUT YOU

- We keep records about your support needs and the services, groups, courses, and appointments you have attended in order to provide you with ongoing support and advice about your mental health and wellbeing. We also use anonymised, aggregated results of assessments to monitor and evaluate the effectiveness of our services.
- We keep a record of your address and contact details so that we can contact you to inform you about changes to services, send appointment reminders, respond to your enquiries and contact you for any other reason related to the support you receive from us.
- We keep records about health conditions, disabilities, and access needs to make sure our services are as accessible to you as possible.
- We keep records of your GP and other professionals that support you in order that we can work together with others, where we have authority do to this. We may also keep a record of some statutory identifiers (such as NHS number and National Insurance number) to make it possible to identify you in these circumstances.
- We keep records of next of kin and emergency contact information in case we need to let someone know about an emergency.
- We keep records of your ethnicity, sex registered at birth, gender, age, sexual orientation, and religion to create reports based on anonymised, aggregated data to monitor the accessibility of our services to different groups in the population. We may also use other anonymised information we collect about you, such as the area you live in or whether you have a disability or a caring role.
- There are some circumstances in which we share information about you in order
- Oxfordshire Mind is part of the Oxfordshire Mental Health Partnership (OMHP) with Oxford Health NHS Foundation Trust, Elmore, Restore, Response and Connections Support. As part of our contract requirements Oxfordshire Mind shares data with Oxford Health NHS Foundation Trust, the primary contractor, for contract monitoring. This includes some personal information which is shared in order to prevent duplication in outcome measures. Information is shared via secure email and managed in accordance with DPA 2018 and GDPR legislation. A copy of the Information Sharing Protocol for OMHP is available on request.
- Where Oxfordshire Mind services are provided as part of the OMHP, Oxfordshire Mind staff may record information about your needs and your care directly on to databases of statutory services provided by Oxford Health NHS Foundation Trust. In some cases, for instance if you are receiving support from Safe Haven, you may be able to request that your information is not shared in this way if you prefer. Please speak to the Wellbeing Worker supporting you.
- Where you access our Primary Care service through your GP Practice, Oxfordshire Mind staff may record information about your needs and your care directly on the database used by your GP practice which allows both services to ensure that your support is as continuous and seamless as possible.
- Where Oxfordshire Mind services are commissioned by Royal Berkshire NHS Foundation Trust, Oxfordshire Mind staff may record information about your needs and your care directly on to databases of services provided by the same organisation. This allows both services to ensure that your support is

to protect you or others from serious harm.

- Where Oxfordshire Mind services are provided as part of Family Solutions Plus, Oxfordshire Mind staff may record information about the needs and care of you and children in your care directly on to databases of Oxfordshire County Council’s Children’s Social Care services. This enables both services to ensure that your support is as continuous and seamless as possible.
- Where Oxfordshire Mind services are provided as part of National Mind’s Supported Self-Help programme for children and young people, Oxfordshire Mind staff may record information about your needs and care directly on to databases of your GP practice. This enables both services to ensure that your support is as continuous and seamless as possible.

as continuous and seamless as possible.

- Where Oxfordshire Mind services are commissioned for RAF Benson personnel, Oxfordshire Mind staff may share information about your needs and your care with the member of staff who referred you and with the Station Medical Officer. This helps to ensure that your support is as continuous and seamless as possible. You will be given the opportunity to request that your information is not shared in this way if you prefer.

Data security

We have put in place measures to protect the security of your information. Details of these measures are available upon request and further information can be found in the *Confidentiality and Data Protection Policy*.

HOW WE KEEP INFORMATION ABOUT YOU SECURE

- Most of the information we collect about you is stored on a secure client management system that can only be accessed by Oxfordshire Mind staff. We do not retain paper files containing personal information. Access is protected by complex passwords and multi-factor authentication.
- In some circumstances a limited amount of information is stored in other secure systems that can only be accessed by specific Oxfordshire Mind teams. This includes information needed to book appointments, process referrals and manage payments for housing services.
- All Oxfordshire Mind staff receive regular training on data protection legislation including GDPR
- Our client management system is provided and supported by a reputable supplier. The system uses server authentication and encryption to restrict access to registered users and is hosted in a firewall protected secure server environment. The server is located in the UK. If you require more information about our client management system, you can contact us to request additional details.

Data retention

We will retain your personal information for as long as necessary to fulfil the purposes we collected it for and in line with Oxfordshire Mind's Data and Confidentiality Policy and Record Retention Procedures.

Data Protection Lead

We have appointed a Data Protection Lead (DPL) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPL at dataprotection@oxfordshiremind.org.uk

Your rights in connection with personal information

Your data protection rights - More information from the Information Commissioner's Office (ICO)

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information. Requests can be made by another person on your behalf, but it is that person's responsibility to provide evidence that they have authority to act on your behalf. Parents or carers of children may make requests on behalf of the children in their care, as long as this is in the best interests of the child.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Please contact us at dataprotection@oxfordshiremind.org.uk if you wish to make a request or you can ask a member of staff to contact us on your behalf.

You also have the right to complain about our handling of your data to the regulator of information rights in the UK, The Information Commissioner's Office (ICO). For further details about this please go to their website <https://ico.org.uk/global/privacy-notice/your-right-to-complain/>

If you have any questions about this privacy notice, please contact the DPL at dataprotection@oxfordshiremind.org.uk