

Service Users Privacy Statement

Preservation of your privacy is important to Oxfordshire Mind, and we are committed to letting you know how we use your personal information and to using your data responsibly.

References to "we", "us", or "our" in this Privacy Statement are references to Oxfordshire Mind, Registered Charity No. 261476

1. Information about you

We will collect information from you when you make an enquiry about our services, or when another organisation or person refers you to our services. This information may include your name, title, telephone numbers, address or living situation, email address, date of birth, gender, marital status, information about your mental health or physical disability and details of any offending history.

2. Our use of this information

Any personal information will only be used to process your requests, to provide you with our services, and to provide you with information relating to our services and any other services which we think you may be interested in.

We will usually only share your information with other agencies if it is relevant to your enquiry and we have obtained your consent. When we first meet with you we will ask you to complete a confidentiality waiver to say which other people you are happy for us to talk to. This agreement will be reviewed with you regularly, and you can choose to withdraw consent at any time.

There are some circumstances in which we will share your information, even if you have not given us your permission to do so. These are:

- When there is a serious risk to you or to other people.
- When there is a legal requirement to share information, such as a serious crime, or a child protection issue.
- When we have not seen you or been able to contact you for an unusual length of time.

Some of our contracts require us to share information about your case with the commissioners for monitoring purposes. If you are working with us under one of these contracts, we will let you know when you start working with us what information we are required to share.

3. Security

We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us. Your information will be stored in the office on a secure database. If we transfer your information to other services, this will be done securely.

We will only keep your information for as long as we need it. This will be for a number of years after we stop working with you, and will be decided by the requirements of our contracts.

4. Subject Access Requests

You have the right to access the information that we hold about you. This will be free of charge, and we will usually provide this information within one month. Requests that are more complex may take longer. Please contact us to request access to your information.

5. Complaints

If you are unhappy with the way that we have handled your information, please tell us and we will try to put this right. If you are still unhappy you can raise your case with the Information Commissioners Office on 0303 123 1113 or at <https://ico.org.uk/concerns/>

6. Other information

If you would like us to correct or update any information, or if you would like information deleted from our records, then please contact us.

This privacy policy may be updated from time to time, so please check it periodically.

Oxfordshire Mind

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