

PRIVACY POLICY

This privacy policy tells you about the information we collect from you when you sign up to receive communications from us by sharing your personal details with us or when you engage with any of the services we provide. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Guernsey Mind. Our address is The Lions Mind Centre, The Arsenal, St Peter Port, Guernsey, GY1 1UW. You can contact us by post at the above address, or by email at dataprotection@guernseymind.org.gg. We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you subscribe to our database, we ask you for your name and e-mail address.

When you become a member of one of our Community in Mind Groups e.g. The Hope Singers Choir, Walk and Talk, Man Club, we ask you for your name, e-mail address, telephone number, address and emergency contact, and to confirm you are over 18.

When you access our one-to-one or group therapies or signposting appointments we ask you to complete a Client Form which asks for your name, date of birth, email address, telephone number and emergency contact. We also ask for the contact details of your GP and any relevant health or social care support

When you take part in our training or events we ask for your name, email address and telephone number.

When you volunteer for us we ask you for your name, e-mail address, telephone number, address and employment history (where applicable) and to confirm you are over 18.

When you become a Guernsey Mind champion we ask you for your name, e-mail address and telephone number.

Why do we collect this information?

We will use your information to provide you with details about mental health in Guernsey, events you may want to attend – delivered by Guernsey Mind and other organisations, training sessions we have organised, your group or one-to-one appointments, volunteer opportunities, regular meetings and social events for our Community in Mind Groups and relevant news updates.

We also use this information to safeguard you and others in line with our legal obligations. Confidential information will only be disclosed if you are at risk of harming yourself or another person. Disclosure may only be made to your GP, your next of kin, statutory services, or to other mental health professionals.

What do we do with your information?

Your information is stored in our Mailchimp database and within our secure IT system and is not shared with any third parties. It is not sent outside of the UK. We will not use your information to make any automated decisions that might affect you.

How long do we keep your information for?

Your information is kept for as long as you continue to consent to receive our communications.

Your rights over your information

By law, you can ask us for what information we hold about you, and you can ask us to correct it if it is inaccurate. You can also ask for it to be erased and you can ask for us to give you a copy of the information.

You can also ask us to stop using your information – the simplest way to do this is to withdraw your consent, which you can do at any time, either by clicking the unsubscribe link at the end of any Mailchimp, or by emailing us using the contact details above.

Your right to complain

If you have a complaint about our use of your information, you can contact the Office of the Data Protection Authority via their website at <https://www.dataci.gg> or write to them at: St Martin's House, Le Bordage, St. Peter Port, Guernsey, GY1 1BR.

Reviewed and agreed – 30/11/2020

Review Date – Nov 2021