

Privacy policy

The Privacy Policy sets out how and why we obtain, use, and protect your personal information.

Lancashire Mind are committed to protecting your personal information and being transparent about what we do with it. We are committed to using your personal information in accordance with all applicable laws concerning the protection of personal information and not to do anything with your information you wouldn't reasonably expect.

How we collect personal information about you

When you interact with Lancashire Mind we might collect personal information from you. There are several occasions when this could happen, for example: if you enquire about our activities, make a donation to us, register for an event, apply for a job or volunteer opportunity, or otherwise provide us with personal information. This could happen when you phone us, go onto our website, email us or in person.

What information do we collect?

Personal information might include your name, age, email address, telephone number, postal address and credit/debit card details, as well as the information you provide in any correspondence between us.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting the Data Controller, Lancashire Mind, 80-82 Devonshire Road, Chorley, PR7 2DR.

(f) We have a legitimate interest.

We also gather general information about the use of our website, such as which pages users visit most often. We may also track which pages users visit when they click a link in a Lancashire Mind mailing. We use this information to better understand how people use our website and to make improvement to the website. This information is, wherever possible, anonymous and does not identify individual visitors to our website.

Cookies

‘Cookie’ is a name for a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website.

They let websites recognise your device, so that the sites can work, or work better, and also gather information about how you use the site. A cookie, by itself, can’t be used to identify you.

How do we use cookies?

We use cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you come to our website and also allows us to improve our site.

Who sees your personal information?

The personal information we collect about you will be used by our staff and volunteers to support you. We never sell or share your personal information or web browsing activity with external parties, except to legal and regulatory bodies if required to by law.

How do we use personal information?

We may use your personal information to:

- Provide you with information that you’ve asked for
- Provide or administer activities relating to our services
- Provide you with information about our plans, for example, letting you know about a new service, a fundraising campaign, job and volunteering opportunities, etc.
- Analyse the information we collect to better understand our supporters and people who use our services to develop and improve what we do.
- To disclose information if we are required to do so by law

We will only send you marketing information electronically (eg. by email, text/SMS) if you specifically agree to us doing so. If you no longer want to receive this type of information you can unsubscribe at any time.

We will never sell your personal information and we will not share your information with any third parties without your permission, except when we are required to do so by law.

Sensitive information

If you contact Lancashire Mind by telephone, email or via the website, you may give your consent to provide details of a sensitive nature. We will treat this information with extra care and always in accordance with the Privacy Policy.

We only use this information for the purpose of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide. We will not pass on your details to anyone else without your permission, except in exceptional circumstances, for example, anyone reporting serious self-injury or posing a threat to others, or a criminal activity.

How do we store your information?

Your personal information and details of enquiries are stored on a secure database. We do not keep your personal information for longer than is necessary for the purposes of its use. We carry out periodic deletion of data when the retention period has expired or when the need to continue holding such data is no longer necessary.

How to update or access your personal information

You may ask us at any time to correct or remove information that you think is inaccurate. You have a right to withdraw consent at anytime.

You have the right to know what personal information Lancashire Mind holds about you.

You can request a copy of your personal information that we hold by contacting us in writing to Data Controller, Lancashire Mind, 80-82 Devonshire Road, Chorley, PR7 2DR.

If you need to complain about the way we have handled your data, please write to us at the address above or email us admin@lancashiremind.org.uk

This policy is written in accordance with the General Data Protection Regulation. Lancashire Mind is registered as a Data Controller with the Information

Commissioner's Office under number Z6197809. To contact the Information Commissioner's Office visit <https://ico.org.uk/make-a-complaint/> or call 0303 123 1113

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