**Privacy Policy 2018**



**At UMHAN, we want to keep your personal data safe.**

This Privacy Policy complies with the new GDPR coming in force on the 25th of May 2018. We want you to know when and why we collect personal data about people who visit our website, volunteer for us and who become members of our network. In the following pages we will explain how we use your personal data, the conditions under which we may disclose it to others and how we keep it secure. By using our website, you’re agreeing to be bound by this Policy.

Any questions regarding this Policy should be sent by email to our Development and Operations Coordinator at umhan@live.co.uk or by writing to 16-17 Turl Street, 3rd Floor, Oxford, OX1 3DH. Alternatively, you can telephone 01865264170.

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## **Who are we?**

The University Mental Health Advisers Network is a national UK charity. We are a network of mental health specialists working in the Higher/Further Education sector. Our members are dedicated to, and have a practical role in, providing support to students experiencing mental health difficulties. UMHAN is a registered charity (no. 1155038). The registered address is 16-17 Turl Street, 2nd Floor, Oxford, OX1 3DH.

**How do we collect information from you?**

We obtain information about you from you, when you apply for UMHAN membership, when you contact us about products and services, or through our website, for example, when you register to receive our newsletters.

## **What type of information is collected from you?**

When submitting your UMHAN applications you provide us with personal information such as: personal contact details, work address, and home address. The personal information we collect from our website might include your name, email address, and IP address. This is only the case if you use one of our contact or register interest forms on our website. If you make a donation online, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.

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## **How is your information used?**

We may use your information to:

* Process a donation that you have made
* Seek your views or comments on the services we provide
* Notify you of changes to our services and policies
* Send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services; process volunteering or job application.

We review our retention periods for personal information on a regular basis. We may retain your Personal Data as long as you are a member of the Network. You may cancel your membership by contacting us at umhan@live.co.uk at any time. However, we may retain your personal information for an additional period for legal, or regulatory reasons.

## **Who has access to your information?**

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

**Jiscmail Forums:** As a network of mental health professionals, we provide members with the possibility of using national and regional jiscmail forums to discuss and share best practice regarding student mental health in higher education institutions. When posting on the forums, all other members will learn your name, surname, email address, and any other information that’s included in your email signature.

If you wish to opt out of the regional and national jiscmail forums email our Development and Operations Coordinator at umhan@live.co.uk.

**Public Membership List:** When your application as an UMHAN member has been accepted and processed, your name will be added to the Public Membership List on our website. This helps students identify the support services that are available at their university, and helps

the public identify which specialist mentors are eligible for the DSA-QAG accreditation. The personal data that is shared on the public membership list is the following:

* Name and Surname
* University in which you work
* Region in which you work
* Membership number

If you wish to opt out of the public membership list email our Development and Operations Coordinator at umhan@live.co.uk.

**Third Party Service Providers working on our behalf:** We may pass your information to our third party service providers, stakeholders and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (i.e. to provide trainings and other CPD opportunities). When we use third party service providers, we disclose only the personal information that is necessary to deliver the service. Please be reassured that we will not release your information to third parties beyond the UMHAN network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so for legal reasons.

**Third Party Service Providers we work in association with:**

When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact them.

We may transfer your personal information to a third party if we’re under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

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## **Your choices**

You have a choice about whether or not you wish to receive information from us. If you do not want your voice or face to be included in our meeting recordings, if you don’t want your picture to be taken during our quarterly UMHAN meetings, if you do not wish to be added to our national and regional jiscmail forums, if you do not want to receive direct marketing communications from us about the work we do for students and staff in relation to mental health in Higher and Further Education institutions, and our exciting services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: umhan@live.co.uk or telephone on 01865264170.

## **How you can access and update your information**

You have the right to ask for a copy of the information UMHAN holds about you.

The accuracy of your information is important to us. You can request access to some of your Personal Data being stored by us. You can also ask us to correct, update or delete any inaccurate Personal Data. If you change email address, institution, job role or any of the other information we hold is inaccurate or out of date, please email us at: umhan@live.co.uk.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us,

and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given a password which enables you to

access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

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## **Use of 'cookies'**

‘Cookies’ are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

The UMHAN website does not use 'Cookies'.

## **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website‚ so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## **Minors**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under‚ please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union (“EU”). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK.

By submitting your personal data, you’re agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

## **For staff and volunteers**

**Homeworking**: You will need to take reasonable measures to protect the information from unauthorised loss, access or amendment whilst stored at home. This will enable the University to comply with our Data Protection Act obligations and is also in UMHAN’s interests: depending on the nature of the information involved, if someone inappropriately gained unauthorised access to UMHAN’s information it could cause reputational, commercial or competitive damage to the University.

We advise to:

* Create an account on your PC, use it exclusively for work and password protect the account so that accidental access by other household members is avoided.
* Use our google drive password protected folders and do not download or store any sensible information on your personal laptops or computers.
* Have a secure filing cabinet.
* Always ensure your computer systems and applications are up to date with security patches – Windows users can use the Windows update site to help with this. Always use a firewall, Windows firewall is sufficient but enhanced protection may be provided by your internet service provider, be available as part of the router or through installation of a personal firewall package.

Employees are responsible for ensuring the security of UMHAN information, files, documents, data etc. within their possession, including both paper and electronic material.

**Job and Volunteer applications:** If you submit a job or volunteer application, we will store your CV and cover letter for 1 year. This will allow you to be considered for any volunteering or job positions that arise during this time. If you wish us to delete your data before the end of the year please email us at umhan@live.co.uk.

## **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in April 2018.