

What are my rights?

You have the right to access information from your own records under the Data Protection Act 1998..

You have the right to know what personal information we hold about you.

You may ask us at any time to correct or remove inaccurate or incomplete information. If we can remove your data, we will destroy it. If we agree that the information is inaccurate or incomplete, we will amend the records and inform you of this.

If you require a copy of your records, please put your request in writing to:

Data Protection Officer
Hertfordshire Mind Network
Watford Wellbeing Centre,
501 St Albans Road,
Watford WD24 7RZ

You are entitled to receive some or all of your inf

Phone numbers and email addresses

We ask for your consent to contact you on home or mobile numbers and whether we can leave messages.

Providing feedback

We value feedback from our clients and we may occasionally contact you to ask about your experience of our services. This helps us to plan and improve the services we provide.

Further information

If you want to find out more or have any concerns, then please speak to a member of staff, or contact us by post:

Data Protection Officer
Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford WD24 7RZ

or e-mail:

withyouth@hertfordshiremind.org

For further information on our Privacy Policy and our Complaints Procedure, please visit our website:

www.hertfordshiremind.org



How We Use Your Information

withYouth
YOUNG PEOPLE'S Digital Wellbeing Services



Herts Mind Network is a registered charity No. 1112487
and a company limited by guarantee No. 5532977

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When and how do we collect personal information?

Hertfordshire Mind Network provides mental health and wellbeing services to people experiencing mental ill health, and their carers, living in Hertfordshire.

When you interact with us we might collect personal information from you.

There are several occasions when this could happen, for example: when you phone us, go onto our website, communicate through our social media accounts, email us, contact us in person and when you access support from our services.

Data Protection Act 2018

The Data Protection Act 2018 is the name of the UK Law that aims to protect the rights of individuals in respect of their data. This leaflet tells you what you need to know about how we handle your data.

This leaflet provides you with information about how Hertfordshire Mind Network collect and process your personal data and why we do this.

It also explains what your rights are and how to opt out of this.

What data and why?

We get your data from you, and/or anyone who might talk to us about your mental health, and anyone you want us to talk to on your behalf.

You might make a referral, access our services, book onto a course or look at our website.

We only keep data that is either:

- a legal requirement
- lawful
- helpful and necessary to support you

Data will be kept until your 21st birthday, whilst any data about safeguarding will be kept until your 24th birthday.

How will we keep the data?

We keep your data in your legitimate interests, which means we do not need to have your signed consent to keep your data.

We keep special category data (e.g. ethnic origin) with your consent.

We collect the data on forms and transfer it onto our secure data management systems. any paper documents are destroyed as soon as possible after the information is transferred.

We use your data to help us to provide the best services for you. it is used to monitor how effective the service is, reach new groups, and monitor performance.

Who is it shared with?

We share anonymised information with the organisations that fund the projects so they can monitor our contracts, but we do not share any personal information with them.

The only time we will provide identifying data is for a legal requirement. The data that you provide us with will not be on your medical record.

As we receive funding from the NHS, we are required to provide information to NHS digital via the mental health services data set (MHSDS) which supports access rates into mental health services.

If you would like to opt out of this, please ring NHS Digital Contact Centre on **0300 303 5678**.

You can find out more about MHSDS here: <https://www.nhs.uk/your-nhs-data-matters/>

