

SACMHF PRIVACY STATEMENT



This Privacy Statement will outline a number of areas to inform of the way SACMHF will look after your data and your rights.

1. How SACMHF collects personal information about you

We may collect information about you during an event or activity when:

- you are referred to us
- if you make a donation to us
- when you telephone us
- if you apply for a paid or unpaid job with us
- if you give us feedback
- if you provide us with your personal information
- you visit our website
- write to us
- or meet us in person

2. What information we collect

The type of personal information we may collect could include the following:

- Contact details e.g. name, address, telephone number, date of birth, information you provide during correspondence or a visit, next of kin etc
- Health information such as diagnosis, carer details, keyworker, physical ailments etc
- General statistical information is gathered e.g. use of the website, attendance at events and activities

3. How we use personal information

We will use your information to:

- Provide you with a bespoke service that you have asked for
- Inform you of activities or events
- Update you with important messages
- Identify you when you contact us. You can change how we contact you. Contact us and let us know.
- To maintain accurate records and improve our communications and information
- Provide you with information about our plans
- Analyse trends and patterns, what people want from our services, using external sources of information about you e.g. who referred you, the area where you live. You can opt out of this by letting us know that you do not want your data being analysed.
- Adhere to lawful requests to comply with regulations and codes of practice or in response to a competent authority or partner organisation. If this is required we will

only carry this out with your express permission and under SACMHF's instruction and will never be used for third party marketing purposes.

4. Who sees your personal information

The personal information we collect about you will be used by SACMHF staff to provide you with a support service. If you give your permission, organisations working with SACMHF to help us deliver a good service to you may also have some aspects of your information given to them by SACMHF. Legal and regulatory authorities may be required to see your personal data if required by law.

SACMHF will never sell or share your personal information with organisations so that they can contact you for any type of marketing purposes.

5. Your information security

- SACMHF has other policies which support this statement which includes operational guidelines for the safe destruction of personal data, technical measures including on and off-line.
- SACMHF keeps information for between 2 and 7 years in line with our policies and procedures on Record Keeping.
- Your personal information is kept securely in our databases and offices

6. Communicating with SACMHF

- When contacting the organisation by telephone we may use a hands free facility.
- Your communications with us may be monitored and recorded for quality control purposes and to record contact.

7. Updating your personal information

You may ask to update your details, correct or remove information you think is inaccurate by:

- Writing to: Kuumba Centre, Boulton Road, West Bromwich, B70 6NW.
- Emailing us at : info@sacmhf.co.uk
- By phone on 0121 525 1629
- You have a right to know what information SACMHF holds about you.

8. Privacy Statement

This Privacy Statement will be made available to you via our website. Please request a paper copy if this is more convenient. This statement will be reviewed annually.

9. Additional Information

For any additional information you may require please contact the Chief Officer by writing to:

Kuumba Centre, Boulton Road, West Bromwich, B70 6NW.