



Centre for Better Health Privacy Notice

For clients, customers and volunteers

The Centre for Better Health needs to collect data about you in order to deliver the service you have signed up to, or to place you as a volunteer. We will use the information that you have provided in accordance with the Data Protection Act 2018, which stipulates that personal information will not be kept for longer than necessary or shared with third party organisations without your permission.

What type of information we have about you

Depending on which service you access, we will collect and process some or all of the following:

- Personal information such as your name, phone, email, address and date of birth
- Contact details for an emergency contact, and/or for your GP surgery
- Sensitive information such as ethnicity, religion, sexual orientation and income status
- Sensitive information about your physical and mental health
- Educational qualifications, skills and employment history
- A copy of your ID e.g. passport (volunteer applicants only) or proof of circumstances

How we get this information

We collect personal and sensitive information about you when you ask to be provided with a specific service or when you apply to volunteer with us. We get this information in the following ways:

- When you fill in an application form on our website
- When you meet with a member of staff, or your counsellor
- When you send us correspondence (letter, email)
- When you complete a feedback form or survey

Other services that are working with you may also provide us with information about you, if you have given them your consent to do so, so that you can access services at the Centre for Better Health. For example, this could be the case if you access a service such as the City and Hackney Wellbeing Network, which is delivered through a partnership of voluntary sector organisations.

Why we have this information

We have information about you in order to assess whether the service can meet your needs, deliver suitable support, improve our services, and report to our funders according to our contractual obligations. The lawful bases we rely on for processing this information are:

- (a) We have a legitimate interest: For clients, we need to collect and store information about you to understand the issues you are facing and to communicate with you about the service you have applied for and other services within CBH that may be appropriate. For volunteers, we collect information to ensure you are suitable for the position, and to support you during your volunteering.
- (b) Your consent: We ask you to read and agree to our Privacy Notice before applying for a service or volunteer position; this is part of our application form. If you choose to sign up to our mailing list to receive updates about our activities, you will be asked to opt-in by selecting a check box. Opting in to our mailing list is optional and you can opt-out at any time if you change your mind.

If you do not provide us with the personal information we have requested, we may not be able to fulfil the purpose for which this was collected, e.g. provide you with a service.

What we do with this information

We use the information you have given us in order to provide you with a quality, sensitive and targeted mental health service, volunteer placement, bike service or product. For example,



- to establish if we can provide you with an appropriate service
- to ensure we are supporting your wellbeing or recovery from mental ill health
- to communicate with you regarding the service you are receiving and other relevant CBH services
- for internal record keeping, professional supervision and quality assurance
- for promotional, reporting or advocacy purposes (data will always be anonymous, unless you have given us your express consent to use your name, for example, for a case study)
- to update you on our services (you will receive emails via Mailchimp if you have signed up to our mailing list – on the basis of express consent; or, we may occasionally send you an email about another CBH service that we feel is relevant to you – on the basis of legitimate interest)

Occasionally, we may need to disclose your personal information to others to comply with the law, or if we think you or someone else is at risk of harm. If we have your express consent, we may share information with other services that are supporting you, or that you are applying to. We do not disclose personal information to third parties for the purpose of allowing them to send you marketing material.

How we store your information

Your information is securely stored on an online cloud-based platform called Salesforce, or if you are one of our Better Health Bikes customers, on Lightspeed. Some of our client and volunteer records (for example, session notes, registers, forms) are stored on Office 365, in restricted folders.

We use IT providers and platforms such as Microsoft, Salesforce, Lightspeed and Mailchimp that may use servers outside of the UK (in the case of Mailchimp and Lightspeed, outside of the EEA). We are satisfied with their commitment to complying with data protection legislation. To find out more, you can ask to see our Data Protection Policy, or visit the companies' websites directly.

How long we store your information for

We store information about our clients, volunteers and customers for up to six years following the end of the last service we have provided, when the information will be permanently destroyed. Non personal, de-identified or aggregated information may be stored for longer for reporting purposes.

Providing us with a third party's personal information

If you provide us with someone else's personal information (e.g., a referee for your application), you should familiarise them with this Privacy Notice and ensure you have their consent before doing so.

Your data protection rights

Should you wish to do so, you can ask for a copy of the personal information we hold about you. You can also ask us to change or complete any inaccurate or incomplete personal information held about you. In certain circumstances, you can ask us to erase your personal information (e.g. if it is no longer necessary for us to use it); ask us to restrict the personal information we use (e.g. if you have asked for it to be erased or where you have objected to our use of it); object to the processing of your personal data (e.g. if you object to the grounds on which we are processing this data); and ask that we transfer the information you gave us to another organisation, or to you.

You are not required to pay for exercising your rights, unless we deem the request to be unfounded or excessive. In this case, we may charge an admin fee of £10. If you make a request, we have one month to respond. If we are unable to give you access to your information, we will explain why. To make a request, please write to reception@centreforbetterhealth.org.uk FAO the Data Officer.

How to complain

If you are dissatisfied with the way that we deal with your personal data, you may write to us at complaints@centreforbetterhealth.org.uk. If you remain unhappy, you can complain to the Information Commissioner's Office (ICO) at Wycliffe House, Water Lane, Wilmslow, SK9 5AF. You can also contact the ICO helpline by dialling 0303 123 1113.