

Privacy Statement - Direct Help and Support

The Salvesen Mindroom Centre is an independent Scottish charity dedicated to supporting those living with learning difficulties, and raising awareness and understanding about learning difficulties.

This privacy statement explains how we use any personal information we collect about you when you contact our Direct Help and Support service.

What information do we collect about you?

We collect information about you when you phone or email us. The information we collect includes names, addresses, email addresses and telephone numbers. In addition, we collect information that you choose to share with us about yourself, and your child or children below the age of 16. This may include sensitive information. The information provided by you is stored on our secure database.

How will we use the information about you?

We collect information about you so that we can give you information, and direct help and support. The Salvesen Mindroom Centre will not share your information for marketing or any other purpose with any other organisations but will use it only so we can provide you with a service. We will only share information with others after we have discussed and agreed this with you, and we will ask you to sign an information-sharing consent form before we do this. However, if we believe that you or your child/dependent is/are at risk of harm to or by another person, we may disclose information without your permission. This is a legal duty, but as far as possible, we will always try to discuss this with you before disclosure.

From time to time, we may contact you to ask if you would like to participate in research, surveys, or other activities that promote the work of The Salvesen Mindroom Centre. We will not contact you about these matters unless you have agreed that we can.

You have a right at any time to stop us from contacting you.

How long will we keep your information?

We will keep your information throughout the period when we are providing you with a service. Once we have finished supporting you, we will delete your information as soon as we reasonably can and we will not hold your information for more than two years after our support to you ends.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of your personal information, please email or write to us at the address shown. We want to make sure that your personal information is accurate and up to date. You may ask us at any time to correct or remove information you think is inaccurate.

Changes to our privacy statement

We keep our privacy statement under regular review and we will contact you if we make any changes during the period when we are providing you with a service. This privacy statement was last updated on 29th May 2018.

How to contact us

Please contact us if you have any questions about our privacy statement or information we hold about you:

directhelp@mindroom.org

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