

The Salvesen Mindroom Centre General Data Protection Policy and Privacy Statement May 2018

The Salvesen Mindroom Centre is committed to protecting all information that we process about people we support and work with. This Policy explains our responsibilities with regard to personal information and how we will meet them. It also serves as a general Privacy Notice that explains how we hold and process personal information. It is complemented by a more detailed policy which contains all the Privacy Notices and Procedures appropriate to the charity as a whole as well as its areas of operation such as the Direct Help and Support Service. These are available on request. The protection of Personal Information needs to be set in the context of the fast-moving Information Revolution and therefore our Policy, privacy notices and procedures will be reviewed at regular intervals to ensure all are kept up to date.

We hold and share information in accordance with legal rights of individuals. From May 2018, we are governed by the General Data Protection Regulation (GDPR). This means each individual should know, or be able to find out, why we hold personal information and, where appropriate, who we share the information with. Individuals are also entitled to know how long personal information will be held for and that the information is accurate. Everyone has the right to ask us to remove any information about them, unless we require the information for legal reasons (eg if you have made a financial gift) and you can write, phone or email us to ask to see the information we hold, or to ask for your information to be deleted. We may contact you to check that we fully understand your request. Once you confirm, we will immediately stop processing and/or sharing your information, and we will remove your data as appropriate from our records as soon as we can reasonably do so.

The reasons we process personal information are to:

- a) maintain lists of individuals who interact with us. For example, individuals who make donations or request information;
- b) provide support to families and individuals by means of our Direct Help and Support Service;
- c) recruit, support and manage staff and volunteers;
- d) undertake research;
- e) maintain our accounts and records, including those relating to gifts;
- f) promote our services;
- g) maintain the security of property and premises;
- h) respond effectively to enquirers and handle any complaints.

In particular, we will make sure that all personal information is:

- a) processed lawfully, fairly and with due regard to the need for confidentiality;
- b) processed for specified, explicit and legitimate purposes and not in a manner that is incompatible with those purposes;
- c) adequate, relevant and limited to what is necessary for the purposes for which it is being processed;
- d) accurate and, where necessary, up to date;
- e) not kept longer than necessary for the purposes for which it is being processed;
- f) processed in a secure manner, by using appropriate technical and organisational means;
- g) processed in keeping with the rights of individuals regarding their personal data.

Sometimes information needs to be shared with other organisations and this will be in accordance with good practice and the relevant legal requirements. Where appropriate consent will be obtained from

individuals and they will be informed about how and when information is shared. We will only share information with organisations when we have confidence in their data protection procedures.

We process personal information in both electronic and paper form. The personal data we process can include information such as names and contact details, education or employment details, and visual images of people. In some cases, such as our Direct Help and Support service, individuals may choose to share sensitive information with us, which we treat with the same care and attention.

We will not hold information relating to criminal proceedings or offences or allegations of offences unless there is an overarching safeguarding requirement to process this data for the protection of children and adults who may be put at risk. Other data may also be considered 'sensitive' such as bank details but are subject to different legal protection from the types of data listed above.

Should you have any questions about our policy and procedures please contact:

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