



Privacy Statement

Direct Help and Support

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, email or text 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 12. This may include sensitive information. The information provided by you is stored on our secure database. If you share information about a child over the age of 12 years, we will not usually include identifying details, including their name, without their consent.

If you access our Children and Young People Services

If you wish to share information with us about a young person over the age of 12, we will seek their consent to hold and/or share that information, depending on their capacity to understand and consent.

If you receive support from our Family Outreach Specialists

If you wish to share information with us about a young person over the age of 12, we will seek their consent to hold and/or share that information, depending on their capacity to understand and consent.

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. Salvesen Mindroom Centre will not share your information for marketing or any other purpose with any other organisations but will use it so we can provide you with a service. In order to improve our service, and to influence policy, practice and research, we may report on analysis of your information in combination with that of other parents, carers, children and young people, or professionals who have used our services. However, we will never share your personal or identifiable details in any such reports.

We will only share information with others (such as other professionals you may wish us to contact on your behalf) 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.

The Salvesen Mindroom Centre works in partnership with the Salvesen Mindroom Research Centre (SMRC) based at the University of Edinburgh, and this is governed by a data sharing agreement. From time to time, researchers from the SMRC may request access to the information we hold, to support our charitable goals and

to contribute to the generation of new insights into learning difficulties. We will allow this provided the data request is reasonable and the outcome contributes to our charitable aims. We will never share your personal details, such as contact details or full names, with SMRC researchers and all such researchers will be personally vetted before accessing data.

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 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 personal information for more than 1 year after our support to you ends. The only exception to this is if you have consented to remaining in touch for the purposes of taking part in future research: in which case we will retain your contact details only.

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 in January 2021.

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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