

## Leeds Mind Client Privacy Notice

Leeds Mind is committed to protecting and respecting your privacy and keeping your data secure.

We require your consent to process your data.

We will only process your personal data to:

- Provide you with the service that you have requested from us
- Provide feedback to our commissioners and funders. This is a contractual obligation which is done anonymously using overall statistics.

### **How we get your data**

By providing us with your data and agreeing to this privacy notice, you are giving us your consent to process your data. If you do not consent we will not be able to provide you with the service you have requested.

We may obtain your personal data from a third-party referrer. This may include your name, address, contact information, date of birth, gender, ethnicity, sexuality, disabilities, relationship status, residency status, diagnoses, history of mental and physical health, employment history, offending history, GP's details and NHS number. We will always check directly with you that the information provided by a third-party referrer is correct.

We will never obtain personal data concerning you from publicly accessible sources.

### **Sharing your data**

We may share your data with:

- Leeds Mind commissioners and funders.
- Leeds Mind partner organisations. If the service you are accessing is run in partnership with another organisation, we will share your personal data on a need-to-know basis only.
- Third-party organisations. We will always gain your consent beforehand.

If we have concerns for your safety or the safety of others we withhold the right to pass these concerns and any related data to other third parties - for example, a mental health crisis team or if necessary the police. We will follow our *Safeguarding Policy* (available on request) in relation to any concerns surrounding child safety or adults at risk.

## Your rights

You have the right to access from Leeds Mind any personal data that we hold about you. Any request should be made in writing and we will provide the requested information within one month of receipt.

You have the right to withdraw your consent to Leeds Mind holding any personal data concerning you.

- A withdrawal of consent should be made in writing and we will respond within one month of receipt.
- We will remove any personal data concerning you unless we have a legal duty to retain it. Legal data retention periods are specified in our *Records Management Policy* (available on request).

You have the right to lodge a complaint if you feel that we are not treating or using your personal data in the right way. You can make a complaint via:

- the *Leeds Mind Complaints Procedure* (available upon request)
- or if you feel it necessary, via the Information Commissioners Office.

Further details are set out in our *Data Protection Policy* (available on request) and our *Privacy Policy* (available on our website).

If you have any questions about this you can contact our Data Protection Lead, Helen Kemp, Chief Executive via telephone on 0113 3085521, by email on [helen.kemp@leedsmind.org.uk](mailto:helen.kemp@leedsmind.org.uk) or by post at the address below.

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