

# Take Back Your Mind UK | TBVMUK

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We Are On Your Side.

## Privacy

### Purpose

Privacy is fundamental to maintaining trust with our organisation. This policy outlines how we protect and respect your information while also explaining how we collect and use it for your benefit. This policy may be updated, amended, and reviewed without prior notification to external parties, volunteers, or partners.

### Policy Statement

This Privacy Policy applies to all personal information collected and provided to us. It must be followed by all individuals who access, use, process, control, or deal with personal information on our behalf. This includes applicants, volunteers, subscribers to our mailing list, donors, independent fundraisers, and any individuals who provide personal information to us for enquiries or assistance.

### Interpretations

- 'You', 'your(s)', 'the volunteer', 'applicant', 'person' refers to any individual who provides us with personal information.
- 'We', 'the organisation', 'our organisation' refers to Take Back Your Mind UK.
- 'External parties' refers to individuals or entities outside of our organisation who provide us with personal information.

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## Policy Content

### What is Personal Information?

Personal information includes any information declared to us or received from another party related to an individual's identity, contact details, or engagement with our organisation.

### Why Do We Collect Personal Information?

We collect personal information for various purposes, including:

- Processing applications for volunteering positions
- Recruiting volunteers to assist with our mission
- Managing mailing list subscriptions
- Responding to enquiries and providing signposting assistance to individuals
- Facilitating donations and maintaining records of donors
- Contacting, communicating and collaborating with independent fundraisers
- To enable provision of available services

### The Information We Collect and Retain

We may collect and retain the following types of personal information:

- Applicants: Name, contact details, employment history, qualifications, references.
- Volunteers: Name, contact details, legal documentation, skills, interests, availability.
- Mailing List Subscribers: Name, email address.
- Donors: Name, contact details, donation history.
- Independent Fundraisers: Name, contact details, fundraising activities.
- Service Users: Instances of access to services (contact history: dates and times), Name, contact details, and address (if required) and transcripts.

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## **Sensitive Information**

We only collect sensitive information with consent if reasonably necessary for our functions, activities and provisions, such as health information disclosed by service users or if it is relevant to volunteer roles, particularly if it has an impact on their volunteering. Sensitive information also encompasses payment details from donors or external parties.

## **How Do We Collect and Hold Personal Information?**

We collect personal information lawfully and fairly through various means, including application forms, emails, electronic forms, telephone calls, and our website. Personal information is stored securely and accessed only by authorised personnel.

## **How Do We Use Your Personal Information?**

We use your personal information for purposes related to processing applications, recruiting and onboarding volunteers, managing mailing lists, responding to enquiries or requests for assistance, processing donations, and collaborating with independent fundraisers. Service users' information may be used if we are obligated to make a safeguarding report internally or to relevant authorities regarding their safety. We may also use their information to make referrals to other services within the organisation or externally.

## **Access to Your Personal Information**

You may request access to your personal information by contacting us. We will respond to your request within a reasonable period and provide the information as requested.

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## Correction of Your Personal Information

If your personal information is inaccurate, incomplete, or outdated, you may request corrections, and we will take reasonable steps to update the information accordingly.

- Volunteers have the ability to do this internally via relevant electronic forms or by informing their manager.
- External Parties, not including independent fundraisers, must email [contact@tbymuk.org](mailto:contact@tbymuk.org) to make updates.
- Independent Fundraisers can update their information via the IFP (Independent Fundraiser's Portal)

## Integrity and Security of Your Personal Information

We take reasonable steps to protect the integrity and security of your personal information, ensuring it is safeguarded against unauthorised access, use, or disclosure.

## Disclosure of Personal Information

We do not disclose personal information to external parties unless required by law or with your consent.

## Third-Party Services

We use third-party services such as Indeed UK, Google Drive, Google Docs, WIX Sites, Stripe Payments (for donations), and Meta Platforms. These services adhere to their own privacy policies, and we ensure their compliance with applicable data protection laws.

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## Data Retention

We retain personal information for a period necessary to fulfil the purposes outlined in this policy or as required by law.

- Volunteer and Applicant Information: Retained for the duration of their involvement with the organisation and for a period of 7 years after the end of their engagement.
- Subscriber Information: Retained for as long as the individual remains subscribed to the mailing list. If they unsubscribe, their information is removed promptly.
- Donor Information: Retained for a minimum of 7 years after the donation is made to comply with financial regulations.
- Independent Fundraiser Information: Retained for a period of 7 years after the fundraising activity is concluded.
- Service users' data: Contact history, session records, chat transcripts. Retained for 7 years after last contact.
- Sensitive Information: Retained only for as long as necessary in correlation to the source (from the list above) to fulfil the purpose for which it was collected, and then securely disposed of.
- Other Information: Archived emails and any other material not containing personal information are retained for 3 years. Invoices produced by or to the organisation are retained for 7 years.

## Children's Privacy

We prioritise the privacy and safety of children and only collect personal information with parental consent or as permitted by law or otherwise safeguarding.

## Data Transfer

We utilise secure data storage for personal information and ensure compliance with data protection laws when transferring data.

## Opt-Out Options

You may opt out of communications or request removal of your personal data by contacting [privacy@tbymuk.org](mailto:privacy@tbymuk.org).

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## Privacy by Design

Our organisation prioritises privacy in all our activities and ensures that privacy measures are integrated into our projects and initiatives.

## Training and Awareness

We provide training and guidance to our volunteers on privacy policies and procedures to ensure compliance.

## Updates and Changes

We will notify individuals of updates or changes to this privacy policy via email and internal communication channels.

## Contact Information

For privacy inquiries or requests, contact our privacy team at [privacy@tbymuk.org](mailto:privacy@tbymuk.org).

## Implementation

Individuals represented in this policy accept the contents by continuing their engagement with the entity, whether by subscribing to its mailing list or providing the organisation with their information.

## Review and Revision:

This Policy will be reviewed annually to ensure its relevance and effectiveness. Any necessary revisions will be made in consultation with the Boards of Directors and Members and communicated to all individuals this policy applies to.

<b>Date Agreed:</b>	<b>13/03/2024</b>
<b>Review On or After:</b>	March 2025