

Privacy Policy

Purpose

This policy explains how we collect, use, protect, and respect personal information provided to us. We may update, amend, and review this policy periodically without prior notification to external parties, volunteers, service users, or partners.

Policy Statement

This Privacy Policy applies to all personal information collected and managed by us. All individuals who access, use, process, control, or handle personal information on our behalf must comply. This policy applies to: applicants, volunteers, mailing list subscribers, donors, independent fundraisers, service users, referrers, and anyone providing personal information for enquiries or assistance.

Definitions

"You," "your(s)," "volunteer," "applicant," "person" refers to any individual who provides us with personal information.

"We," "organisation," "our organisation" refers to Take Back Your Mind UK, TBYM or TBYMUK.

"External parties" refers to individuals or entities outside of our organisation who provide us with personal information that is theirs, or other persons'.

Policy Content

What is Personal Information?

Personal information includes any details that identify or relate to an individual's engagement with our organisation. This may include identity, contact details, and activity history.

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Why We Collect Personal Information

We collect personal information to:

- Process volunteer applications
- Recruit and onboard volunteers
- Manage mailing list subscriptions
- Respond to enquiries and provide signposting assistance
- Facilitate and record donations
- Communicate and collaborate with independent fundraisers
- Provide and improve support services for service users
- **Invoice and process payments for our paid services**

Types of Personal Information We Collect

We may collect the following types of personal information:

- **Applicants:** Name, contact information, employment history, qualifications, references.
- **Volunteers:** Title and Pronouns, Name, Address, contact information, legal documentation, skills, interests, availability.
- **Mailing List Subscribers:** Name, Email.
- **Resource Distribution:** Name, Email, Address
- **Donors:** Name, contact information, donation history.
- **Independent Fundraisers:** Name, contact information, fundraising activities.

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- **Service Users:** Name, contact details, address (if needed), contact history, session records, and transcripts.
- **Paid Services Users:** Name, contact details, service type, and billing/payment information.

Sensitive Information

We collect sensitive information only with consent, if it is reasonably necessary for our functions, activities, or provisions. This may include:

- Health information relevant to support service users or volunteers, particularly if it impacts their role
- Financial details for donor transactions or paid service billing

How We Collect and Store Personal Information

We collect personal information through application forms, volunteer registration, emails, phone calls, our website, and external referral forms. All personal information is securely stored and accessible only to authorised personnel.

How We Use Your Personal Information

We use your personal information for purposes including:

- Application processing
- Volunteer recruitment
- Mailing list management
- Enquiry responses
- Donation processing
- Collaboration with fundraisers

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- Provision of support services
- **Processing paid service transactions and invoicing**
- **Where applicable, responding to referrals or sharing data as legally required**

Referrals and Legal Disclosures

TBYM accepts, receives, and processes referrals to our service. We may, **if required and permitted**, share data with emergency services, police for investigations, and during legal proceedings for any reason deemed necessary to ensure safety, fulfil legal obligations, or comply with a lawful request.

Communication

Email Consent at Registration

When volunteers register with Take Back Your Mind UK, they provide explicit consent to receive email communications by selecting a required opt-in checkbox on the registration form. This consent covers internal updates, wellbeing information, organisational announcements, and newsletters.

Volunteers cannot be added to our mailing list without completing this explicit opt-in step. We do not use purchased, rented, scraped, or third-party email lists.

Access to Your Personal Information

You may request access to your personal information by contacting us, and we will respond within a reasonable timeframe. This is usually 20 days for response and fulfilment.

Updating or Correcting Your Personal Information

If your information is inaccurate, incomplete, or outdated, you may request corrections. We will make reasonable updates as needed. Volunteers may update their details internally through designated forms or their manager. External parties, independent fundraisers, partners and business relations, and others, should contact us through contact forms on our websites, or by telephone.

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Security of Personal Information

We implement reasonable measures to protect your personal information from unauthorised access, use, or disclosure, ensuring its security and integrity.

Disclosure of Personal Information

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

Third-Party Services

We use third-party services including:

- Indeed UK
- Tawk.To
- Google Drive / Google Docs
- WIX Sites
- **Stripe Payments (for donations and paid service setup fees)**
- **Our banking provider's invoicing system for ongoing service charges**
- Meta Platforms

These services comply with their respective privacy policies, and we ensure adherence to data protection laws.

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Financial Information

Where paid services are requested:

- Setup fees and one-time charges may be processed securely through **Stripe**.
- We endeavour to use our **bank's invoicing features** for ongoing or repeat transactions.
- All financial data is handled with strict confidentiality and is only accessible to authorised personnel for payment processing or account reconciliation.

Data Retention

We retain personal information as long as needed for the purposes outlined in this policy or as required by law.

- Volunteer Information: Retained throughout their involvement and 7 years post-engagement.
- Subscriber Information: Retained while subscribed; removed promptly upon unsubscription.
- Donor Information: Retained for a minimum of 7 years post-donation in compliance with financial regulations.

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- Independent Fundraiser Information: Retained for 7 years post-fundraising activity.
 - Service Users: Retained for 7 years after the last contact (contact history, session records, transcripts).
 - Paid Service Financial Records: Retained in accordance with financial and tax regulations (minimum 7 years).
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- Sensitive Information: Retained only as necessary for its purpose and securely disposed of thereafter.

Children's Privacy

We are committed to children's privacy and safety upon their contacting the organisation, collecting their information only with parental consent, or the parents' information in place of the child's, or as required by law.

Data Transfer

We ensure compliance with data protection laws and use secure data storage for all personal information transfers.

Opt-Out Options

To opt out of communications or request data removal, contact us.

Privacy by Design

Our organisation integrates privacy protection measures into all projects and initiatives.

Training and Awareness

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We provide training and guidance on privacy policies and procedures to our volunteers to ensure adherence to this policy.

Policy Updates

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

Contact Information

For any privacy-related enquiries or requests, please contact us at:

contact@tbymuk.org

Implementation

Aforementioned parties to Take Back Your Mind UK accept the contents of this policy when providing 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.

Date Agreed:	25 November 2025
Review On or After:	November 2026