

# OASIS Mental Health Support

## Privacy Notice

### 1. Our contact details

**Name:**

Oasis Mental Health Support

**Address:**

14-16 Faulkner Road  
Solihull  
B92 8SY

**Phone Number:**

0121 742 4941

**E-mail:**

contact@solihullmind.org.uk

**Website:**

www.solihullmind.org.uk

### 2. The type of personal information we collect

To be able to provide services and support we need to collect and use information; this is called processing data. The processing of personal information is subject to law, in particular, the UK General Data Protection Regulation or UK GDPR, and is overseen by the Information Commissioners Office (ICO) with whom we are registered.

We currently collect and use the following information, some of it may only be needed for the particular support or service we are supporting you with, but we usually need at least one method of contact in order to provide ongoing services:

- Contact details: name, address, telephone number, email address
- Date of birth
- Gender
- Ethnicity
- Financial – if we are helping with financial matters or benefits for example
- Health/medical – we may need to know some of your medical history for benefits applications or counselling for example
- Other types of personal information such as any support you may be getting from social services, for example, may be needed to provide a service, particularly in advocacy.

### **3. How we get your personal information and why we have it**

Most of the personal information we process is provided to us directly by you.

We may have information passed on to us by a third party: other support services, other health services, other agencies we are jointly providing services with, friends/family etc. If you are not the source of the information we always check that you have given your consent to pass the information on.

We need to have some personal information for the following reasons:

- We need to be able to contact you and keep you informed on the help or support we are providing.
- We ask for some optional information so that we can check that we are reaching everybody that may need our services. This might mean, for example, a particular age group or a particular ethnicity
- Some of our funders ask us to collect certain types of information so they can ensure that services they fund are reaching all parts of the community – this can also include age groups or ethnicity. This information is anonymised before being passed on ie there is nothing in the information that can identify you as an individual. This information is also usually optional.
- If we are working with other organisations, whether informally or as part of a contract or partnership, we may need to pass on information to them that is necessary to provide support or a service.
- We may also receive information from another agency or organisation. The other agency should have asked for consent to pass the information on to us, but we will ask again for your consent to have this information and review how much of it is necessary for us to have.
- We will need certain information to provide a particular service to you. We will only collect information that is necessary for the provision of that service.
- If someone doesn't wish to give us any personal or other information we will still provide a service to them. Your right to privacy will not influence whether or how we provide services.

### **4. The legal basis for processing your information are:**

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is:

**That you have given your consent** for information to be processed by us for a particular purpose.. You are able to remove your consent at any time. You can do this by contacting us by phone, email, letter or verbally

### **5. How we store your personal information**

Your information is securely stored on a digital database. Some information may be stored in paper form in a locked cabinet when needed for a particular reason or purpose.

We keep your personal information either only for the time period we are providing a service to you or for longer in these particular circumstances:

Benefits application copies may be kept, with your consent, until a renewal of that benefit is needed as it can help with the renewal.

Counselling application forms are kept for up to five years in order to provide you with counselling again if you need it and, if possible, to allocate you to the counsellor you originally saw; to provide proof of service usage which you may need for accessing or engaging with other services or agencies; or providing

supporting letters for you in the future. You can request that we do not keep this information and can withdraw consent at any time by contacting us.

Other information may be kept after we have completed a particular service if there's a expectation that we would need it again within a certain time period and that you consent to the information being retained. You can withdraw this consent at any time and if the reason to keep it is no longer valid, we will contact you prior to disposing of it

## 6. Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information or to see the information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information, eg you have the right to restrict who or where we share information with.

**Your right to object to processing** - You have the the right to object to the processing of your personal information ie you can withdraw your consent for us to keep your information.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the details on this notice (section 1) if you wish to make a request.

## 7. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the contact details on this notice (section 1) and asking for a copy of our Complaints Procedure.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>