

QUAKER MENTAL HEALTH FUND (UK)

GENERAL PRIVACY NOTICE



This Fair Processing Privacy Notice explains how The Quaker Mental Health Fund (UK) collects, uses, stores and shares personal data and how we maintain confidentiality with our clients who are referred to us.

1. Who Are We

We are a charity organisation.

As a Not for Profit charity organisation we aim to provide independent financial support, advice, insight and expertise where it is need. We provide applicants with two types of grant

- Individual grants
- Project grants

We also work to support mental health awareness, including organising events.

This Notice covers how we handle your personal information.

2. Registration

The Quaker Mental Health Fund (UK) is a registered charity in England and Wales. Our charity company number is 1115135.

For the purposes of this notice, The Quaker Mental Health Fund (UK) is the data controller for the information we receive. We are registered with the Information Commissioner's Office (ICO) at:

<https://ico.org.uk/ESDWebPages/Search> .

Our ICO Registration Number is A8496553.

3. How we Collect information

Everything we do, we do to ensure you get the right support, help and respect you require as an individual or organisation that needs financial assistance. To achieve this we collect information from you through a number of ways:

- Via our online forms and surveys;
- When we interact with you. Applicants can contact us either by telephone, email, letter, in person or via our customer website or on any of our social media networks e.g. Facebook;
- When you sign up or subscribe to our newsletter or any events that we may hold;
- Research events; or
- Through our online web cookies. Our website collects general information on the website pages you visit most often and the information you are most interested in. More information on this is listed below in the 'Web Cookies Section' below

Other sources may include:

- Our Mental Health Development Officer; and/or
- Other third parties or agents we work with.

4. Why We Collect Information

We collect information from you to enable us to form a picture of you or your organisation and to profile whether you will be a suitable candidate for our funding criteria and funding programmes. Collecting information from you helps us to:

- To provide funding you have requested;
- To process fund donations or any funding we may offer you;
- To keep a record of our relationship with you;
- To comply with the Charity Commission which requires us to identify and verify supporters and recipients of donations and to assess any risks associated with the acceptance of the grant or donation;
- For research and audit purposes;
- To help us plan our business services; and
- To keep track of our financial arrangements.

Failure to provide this information would mean that we could not contact you or invite you to receive our newsletter or attend any events that we may hold.

5. What Data We Collect

For individual grant applications the data that we collect from you is as follows:

- Personal information (e.g. name, address, date of birth, gender);
- Contact details (email address, telephone/mobile number);
- Details of your Supporting Friend;
- Information about your well-being and whatever challenges you wish to address;
- If pertinent we may have details from your GP;
- Details of the therapist or other professional to be used. We will collect information about their professional registration, their charges and bank details, and the number of sessions you expect to use;
- Financial details – your statement that you cannot afford to fund this support yourself.
- Financial transaction details (if any of the funds are provided directly to you);
- What other sources of funding you have consulted with;
- IP addresses.

For individuals accessing the “Short term Therapy for Quakers” scheme the data we collect is as follows:

- Personal information – name and contact details
- Quaker connections – which meeting you belong to or your other Quaker links.

For project fund applications, the information we collect from you is as follows:

- Organisation contact details;
- Reason for the application;
- Details of the project i.e. the reason for the funds, the beneficiaries of the funding, the type of service to be delivered, the length of duration and its expected activities and outcomes;
- Financial status and cost details of the providers involved in the project;
- Geographic and demographic details of the people the project will serve;
- Details of your Supporting Friend;
- IP addresses.

For events organised by The Quaker Mental Health Fund (UK) the information we collect from you is as follows:

- Your name and contact details. These details will be deleted after the event. If you complete any feedback form data will only be stored and shared anonymously.
- You will be asked if you wish to join a mailing list. If you join the mailing list we will store your name and contact details
- If you ask to leave the mailing list your details will be deleted.

6. Donor Information

The charity relies heavily on donations and this plays a huge part in how we support our mission and goals and aims of the organisation. To achieve this, we rely on:

- Donors to support the charity;
- Other organisations to get involved with the opportunities of our charity; and
- The charitable sector to continue to support those who require financial help to recover from their health conditions.

Whenever a donation is made to the charity, we will collect your name, email and address details. If you wish to make an anonymous donation then you will be given the opportunity to do this to. This will be made clear at the time of your donation.

If you are making regular payments to the Quaker Mental Health Fund (UK) by any Standing Order or any other payment method and you wish to stop this then you can stop this at any time.

7. Lawful Basis for Collecting Data

Our legal reasons for collecting your data are so that we can:

- Fulfil a contract with you or your organisation (Article 6(1) under GDPR);
- Comply with our legal / regulatory environment; (Article 6(1)(c))
- Fulfil our legitimate interests; and
- Rely on your consent - additional rights exist for the processing of your data

If we are processing your information for a 'legitimate interest' then this will for be activities that achieve our vision and work arrangements and which motivates our charity to improve its performance and offerings. Your information therefore may be used for research analytics, business development or service improvement, complaints, legal claims etc. Where we process your information for a 'legitimate interest' we will always make sure that your privacy rights and freedoms are taken into account and will not process any information where an imbalance or privacy issue exists. Appropriate safeguards will always be put into place to protect you.

Any other uses of data will be explained at the point of collection and will apply to all relevant statutory provisions.

Applicants to the fund are reminded that any omission of vital information may result in a person's application being delayed or refused incorrectly.

8. Who We Share Data With

The Quaker Mental Health Fund (UK) Fund will only share your information where it is appropriate to do so; there are very few situations in which this will be necessary.

We expect individual applicants to make contact with their therapists or other professionals. The “Short term Therapy for Quakers” scheme depends on the individual making the referral to The Retreat, York. Any information about the work of projects will only be shared if it is anonymised. No details of people attending any events organised by the Quaker Mental Health Fund (UK) will be shared.

When we share information we will make sure that:

- That we have appropriate processes and standards in place for the sharing of personal data;
- The information you have provided is used only for the purpose it was provided for;
- There is a written contract or agreement in place to protect the data being supplied;
- The information is not retained for longer than necessary.

Other organisations that we may need to share information with on a much stricter level or where exceptional circumstances exist include:

- The Regulatory Authorities e.g. HMRC, the Charity Commission, FCA and PRA;
- Law enforcement agencies e.g. the Police
- Health care professionals associated with your grant application;
- Suppliers and providers (Private and Public) who are involved in your care or who work on our behalf or the providers we work with;
- Individuals linked to you or your organisation;
- Organisations that require us to share information e.g. independent auditors etc.

This may be in respect of:

- To the extent that we are required to do so by law;
- In connection with any legal proceedings or prospective legal proceedings;
- A Court Order which is served upon us (if not challenged);
- To prevent and detect crime or disorder or for fraud, money laundering or tax evasion purposes;
- Where it is required for ‘substantial public interest’;
- To protect vulnerable children and adults; and
- For health and safety purposes e.g. infectious diseases such as meningitis, measles etc.

We carry out appropriate checks in order that the charity complies with its legal obligations.

9. [Marketing](#)

From time to time we may send out communications to you about our organisation, our work or the services or events that we offer, including any other related information. This is information that you will have signed up to receive from us when you registered to receive our newsletter or when you attended one of our events.

All of our marketing material and newsletters is sent to our recipients via email.

If you want to unsubscribe to receiving our published newsletters then all you need to do to opt out is to simply let us know in writing that you would like to be removed from our database and we will respond immediately.

If you do decide to opt out of receiving marketing material from us then you may still receive communications from us that is in respect of your grant application or where we have changed our terms and conditions of service in providing a grant to you.

We do not share your personal data with any third party for them to use your information for marketing purposes.

10. [Research](#)

As a charity we only use anonymised information for own research purposes. This is so we can monitor our performance and consider if the true aims of the Charity are being reflected in our work and values as an organisation. All research is done internally only.

11. Data Subject Rights

Under GDPR, all applicants who apply for a grant with the charity have certain legal rights in respect of their personal data. These include:

- A Right to Access your own Personal Information: Under Article 15 of GDPR you have a right to find out what information is held about you. This is known as a Subject Access Request. You can either do this verbally by speaking to us or by putting your request in writing. All SARs are free and will be responded to within 1 month (i.e. 30 days) or sooner where possible. Where the cost to produce your request is excessive a reasonable administrative charge may be requested to cover any disbursement costs. Only in exceptional situations will this apply, and where it does, all costs will be advised with you before the request is processed. Please advise in your request if you want to receive your information either physically (i.e. hard copies) or electronically.
- A Right to Rectification: Under Article 16 of GDPR, you can request information about you to be rectified or updated where you consider the personal data to be inaccurate, incomplete or out of date.
- A Right to Erasure: Under Article 17, you have a right to have your data erased or deleted where it is no longer necessary for the charity to retain your information or where you have withdrawn your consent for the legal processing of your data for an activity. However, do note it is not our policy to delete data whilst we are still dealing with your application or where the retention period in relation to our Corporate Retention Schedule has not been reached or expired.
- A Right to Restriction: Under Article 18 of GDPR you have the right to restrict how your data is used or managed by us where you have asked us to erase it or have objected to it. However, this request must be reasonable for us to comply with it. There would have to be a justifiable reason for us to consider this.
- A Right to Data Portability: Under Article 20, you have the right to ask us to transfer your data to another charity provider where we hold your data in a structured, common electronic format and where it is easily transferrable.
- A Right to Object: Under Article 21, you have a right to object to how your data is processed or handled by us where we are relying on a legitimate interest (or those of a third party) or where you consider your information is being misused. With all objections we will consider any legitimate reasons and will contact you formally with an outcome once we have finalised our decision. No personal information is used for direct marketing purposes without your consent upfront.
- A Right to not be Subjected to Automated Decision Making, including Profiling: Under Article 22, you have the right not to be subjected to any automated decisions or profiling that may create legal effects or which may have a similar significant impact on you unless you have consented to it, it is necessary for the performance of a contract or it is otherwise permitted by law. Currently no automated decision making takes places within the charity.
- A Right to Withdraw Consent: You have a right to withdraw your consent to any processing activity with us at any time where we have sought your explicit consent to do so.
- The Right to Make a Complaint: If you are unhappy about how your data has or is being processed or handled then you have the right to complain to the Information Commissioner's Office (ICO).

- To make a Subject Access Request or to access any of the other rights listed here, please contact the charity via mhdo@quakermhfund.uk

12. Retention of Data

As an organisation we only keep data for as long as necessary in order to satisfy our legal obligations. All data held by the Quaker Mental Health Fund (UK) will therefore be retained in accordance with our Corporate Retention Schedule.

Customer Relationship Information: Where you have signed up for a service i.e. signed up to our terms and conditions for receiving our newsletter or joining a mailing list we will retain your information (i.e. personal details) while the service is active.

Donations: All information with respect to donations will be retained for 8 years from the date the donation or grant was offered.

All grants/supporting information: All information submitted in respect of a grant application (either an individual or project application) will be retained for 7 years from the final decision date of your application.

13. Security of Personal Information

As a charity organisation we take the protection of your personal data very seriously. To ensure your personal information is safe and secure appropriate technical and organisational measures have been implemented to protect your personal data from abuse, loss, theft, alteration and misuse of data.

All data is stored on secure cloud based servers which have encrypted back up data measures in place by our IT provider. All data uses SSL encryption for data to be encrypted at rest and transfer. Access to data is protected to authorised personnel and password management tools, data encryption and two factor authentications are used, where possible.

14. Data Transfers Outside of the UK

As a general rule, we do not transfer or process any personal data outside the UK.

If this is necessary then this would be

- With your written consent
- When we needed to comply with the law; or
- When we were working with our trusted partners to support the aims of the organisation.

However, users (i.e. applicants and donors) are reminded that the processing of their personal data may take place outside of the UK where;

- They choose to communicate with us when using non-safe communications which routes their personal data outside of the UK e.g. use of personal email addresses such as Yahoo and Hotmail etc; or
- If you publish any data on our website which effectively will be published to the rest of the world.

All information collected by the Charity will be stored (including all back up) and processed and transferred outside the UK in accordance with this Privacy Policy.

15. Website Cookies Policy

Our website uses technology called 'cookies' to enable us to detect who has visited our website and to determine how the user interacted with our web pages. The cookie is placed on your device each time you visit our website and only ends when you leave our website. This cookie will only be reactivated once you re-visit our website again.

Cookies do not contain any person-identifiable information.

Our website uses three types of cookies:

Session Cookies: These enable the tracking of your movement across the website and save information to make life easier. For instance, a session cookie might remember some of the activity you undertook before you left the site meaning when you returned you will not have to repeat it.

Persistent Cookies: These enable your preferences and settings to be saved each time you visit our website. This enables you to use the site faster and reduces the need to re-enter data.

Third Party Cookies: These enable us to track your user activity outside the website and optimise campaigns and analytics better.

16. [Disabling Cookies](#)

All cookies can be disabled online. You should be able to configure your browser to restrict or block any cookies. However, if you disable any cookies then this may limit the service you receive from us or affect your ability to use certain parts of our website. You can find out more about deleted cookies by visiting www.allaboutcookies.org.

17. [Log Files](#)

For the purpose of error capture and analysis, we capture log files which contain information about you and/or your computer. This includes:

- Computer name
- Operating System version
- Browser version
- IP address

No data processing or transformation is undertaken with this data. We do however analyse usage of the site to ensure our pages and services are relevant and current and that information can be delivered effectively.

18. [Complaints](#)

The charity aims to meet the highest of standards when collecting and using personal data about. If however, you are unsatisfied with the service you have received from us, we do encourage you to make a complaint to us if you feel that we are using your data in an unfair or misleading way.

Please see our Complaints Policy

19. [Contact Us](#)

We have a dedicated Data Protection Officer who assists us with our data protection matters.

However, should you wish to contact us you can either:

Write to us at: Quaker Mental Health Fund (UK), c/o Wallingford Quaker Meeting House, 13, Castle Street, Wallingford, Oxfordshire, OX10 8DL

Email us at: mhdo@quakermhfund.uk

Telephone us at: 07395565428

We prefer all queries, concerns and applications to be sent to us electronically but are happy to deal with any paper processes if this is your preferred option.

We will respond to your concern in a timely manner.

20. [Information Commissioner's Office \(ICO\)](#)

The Information Commissioner's Office (ICO) is the UK's independent supervisory authority responsible for overseeing all data protection issues. If you are dissatisfied with any matter regarding how we have processed or handled your data then you can after exhausting our complaint procedure submit a complaint to the Information Commissioner's Office (ICO) to ask for an independent review at the following address:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Telephone: 0303 123 1113 (local rate) or 01625 545 745
Fax: 01625 524 510
Website: www.ico.org.uk

The ICO will make contact with you to advise how the complaint will be handled.

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