



For better
mental health

Sheffield Mind Ltd

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Data Protection Policy **(staff, volunteers and clients)**

Introduction

At Sheffield Mind we are committed to maintaining your privacy whilst providing the highest possible quality service. We recognise your need to know that your personal data is being lawfully processed and held in compliance with the 1998 Data Protection Act. Personal data is any information that relates to a living individual who can be identified from that data and so covers the information you may provide to us.

Sheffield Mind is committed to strict confidentiality at all times.

The Data Protection Act 1998

The Data Protection Act 1998 regulates the processing and disclosure of information and provides individuals with rights of access to such information. You can find more information on your rights under the Data Protection Act 1998 at the following web site:

http://www.ico.gov.uk/what_we_cover/data_protection/your_rights.aspx

Information Collected

Sheffield Mind collects personal information in a variety of ways: e-mail, fax, post and face to face. We may ask for your name, address, telephone number, fax number and e-mail address and/or any additional information.

Sheffield Mind collects information from a wide range of sources, including:

1. Selection of staff and volunteers;
2. Members of the public interested in Sheffield Mind's services;
3. Local organisations, voluntary and commercial;
4. Members of the public searching for jobs, training and/or volunteering; and
5. Clients/recipients of Sheffield Mind's services.

This list is not exhaustive.

If you would like us to send you a copy of the information we hold about you, please write to us at the address below, specifying your name and address, enclosing a cheque for £10 made payable to Sheffield Mind.

Errors, omissions or inaccuracies

If you become aware that personal information we hold contains errors, omissions, or inaccuracies then you are entitled to ask us to rectify, erase or destroy the information. To do this please email or write to us at the address below.

How Do We Use The Information We Have?



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- Sheffield Mind may use the information collected to contact you by post, email, telephone or facsimile regarding services or happenings at or in connection with Sheffield Mind. We may also use the information we collect to send you our periodic local newsletter. This list is not exhaustive. If you would prefer us not to provide you with any of this information, please email or write to us at the address below and advise us that you do not wish to receive any such information.

Disclosing The Information We Have

Personal information (including sensitive personal information) relating to staff, volunteers and clients is always treated as strictly confidential and is never passed or disclosed to any third party without permission except as required by law or permitted by the Data Protection Act 1998.

Security Of Information We Have

We aim to comply with the standards, procedures and requirements laid down in the UK Data Protections Act 1998 to ensure that the personal information you give us is kept secure and processed fairly and lawfully. We take all reasonable precautions to protect all personal data users may input via our website, however, we cannot be responsible for and therefore exclude for loss or misuse of personal data which is intercepted or otherwise accessed by unauthorised persons.

All hard copies of personal data held are stored securely with restricted access.

Removing your Details

You may at any time have your details removed from our database. Simply email or write to us at the address below and advise us that you would like your details removing.

Contact details:

**Sheffield Mind
Lawton Tonge House
57 Wostenholm Road
Sheffield
S7 1LE**

**Telephone: 0114 2584489
Facsimile: 0114 2500729**