



The Centre For Better Health  
1A Darnley Road London E9 6QH

## **CBH Client & Volunteer Privacy Policy**

### **Policy Statement**

CBH is committed to protecting and upholding the rights of individuals to privacy and will apply the Data Protection Act in the way we collect, store and use information about clients or volunteers, their needs and the services we provide to them. CBH provides clients with a mental health service and the lawful basis on which we collect personal data is 'legitimate interest'. The legitimate interest we have identified is the pursuit of our mission as a mental health charity – 'to support wellbeing and recovery from mental ill health.' To provide an effective and safe service we need to process information about clients and volunteers.

### **Consent**

CBH will process personal information about you when you ask to be provided with a specific service or when you apply to volunteer with us.

### **Personal information we collect**

The type of personal information we collect includes:

- name, phone, email and address details
- information in identification documents (for example, passport)
- date of birth and gender
- educational qualifications, employment history

CBH collects, stores and uses personal information for a number of purposes including:

- to provide you with a specific service
- to report to our funders according to our contractual obligations
- to improve our service
- to respond to your feedback
- to conduct surveys and ask you for feedback

It may be necessary for CBH to collect sensitive information about you in order to provide you with a specific service. An example of the type of sensitive information that is collected includes health information. The legitimate basis under which we process this data is that we are providing health and/or social care services, and we process this data only so far as is necessary for the provision of these services.



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We may need to disclose your personal information to others to comply with the law, or if we think you or someone else is at risk of harm. If you do not provide us with the personal information we have requested, we may not be able to complete or fulfil the purpose for which the information was collected, e.g. providing you with a service you have asked for.

We do not disclose personal information to third parties for the purpose of allowing them to send marketing material to you. However, we may share non personal, de-identified or aggregated information for promotional, reporting or advocacy purposes. We do not transfer personal data outside of the UK; however we use secure IT providers such as Microsoft and Salesforce who may use servers outside of the UK but within the EEA (European Economic Area).

### **How we collect personal information**

We collect your personal information from you:

- directly - for example, when you fill in an application form or when you meet with a project worker in person to conduct your case assessments and any other follow-up meetings or over the phone,
- when you send us correspondence (including letter, email or text message), or
- when you complete a form or survey.

We may also be provided with your personal information from services that work with you so that CBH can provide a service to you.

### **Where you provide us with a third party's personal information**

If you provide us with someone else's personal information, you should only do so if you have their consent to do so. You should also take reasonable steps to inform them of the matters set out in this Privacy Policy.

### **Storing personal information**

CBH stores client and related information in electronic format for up to 5 years. Hard copy files are securely stored and destroyed usually once the service with you has terminated however it may be kept for up to one year after you have terminated with a service. Non personal, de-identified or aggregated information may be stored for longer periods of time for research or service improvement.



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## **Direct marketing**

CBH does not use your personal information for the purpose of marketing its services except where you have signed up to our newsletter or asked to receive information on our services.

## **Gaining access to personal information we hold**

You can request access to your personal information, subject to some limited exceptions permitted or required by law – Subject Access Request.

Such a request should be made in writing to CBH's Data Officer, CBH, 1a Darnley Road, E9 6QH. This request will be subject to an admin fee of £10 and where necessary proof of ID. If CBH is unable to give you access to your personal information, the Data Officer will explain the reasons why.

## **Complaints**

If you are dissatisfied with the way that we deal with personal data or have any concerns you may contact the Data Officer CBH, 1a Darnley Road, E9 6QH. If you remain dissatisfied then you can contact the Information Commissioner's Office ([www.ico.org.uk](http://www.ico.org.uk))