



Mind in Tower Hamlets, Newham and Redbridge
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Privacy Notice for Adults Using Our Services

1. Who we are

Mind in Tower Hamlets, Newham and Redbridge (MindTHNR) is a local mental health charity.

We support adults who are experiencing mental health or emotional issues.

We take your privacy seriously and are committed to looking after your personal information with care and respect.

2. Why we collect information about you

We collect information about you so that we can:

- Understand your needs
- Provide you with the right support
- Keep you and others safe
- Manage and improve our services
- Meet our legal responsibilities

We only collect information that we need to do these things.

3. What information we collect

The information we collect may include:

- Your name, date of birth, address, and contact details
- Information about your mental health, wellbeing, and support needs
- Notes about the support we provide to you
- Information about risks or safeguarding concerns, if relevant
- Information about people who support you, such as carers or professionals

Demographic information such as ethnicity, gender, disability or other equality monitoring information where this is collected to help us ensure our services are fair and inclusive.

Some of this information is sensitive (known as “special category data”), such as information about your mental health, ethnicity, sexual orientation, or other equality monitoring information. We treat this information with extra care.

4. How we collect your information

We usually collect information:

- Directly from you
- From referrals, such as Hospitals, Mental Health teams, GPs, or other services and community organisations
- From partner organisations working with us to support you

5. How we use your information

We use your information to:

- Provide support and services to you
- Make decisions about your care and support
- Communicate with you about your support
- Protect your safety or the safety of others if there is a serious concern

We may contact you about activities, groups, events or services that are relevant to the support you receive from us.

We do not use your information for external marketing or promotional purposes.

6. When we may share your information

We keep your information confidential.

We may share your information only when it is necessary, for example:

- With partner organisations we work with to support you

- With social services, health services, or emergency services if there are serious safety concerns
- When we are required to do so by law

When we share information for reporting or monitoring, it is usually anonymised so you cannot be identified.

We will not sell your information.

7. How long we keep your information

We usually keep records for up to 6 years after your support with us ends, in line with legal and regulatory guidance.

In some situations, such as where there are safeguarding concerns or legal requirements, information may be kept for longer.

8. Keeping your information safe

We take steps to keep your information safe, including:

- Secure computer systems
- Access to information is limited to staff and volunteers who need it to support you
- Secure storage of paper records

Only people who need to see your information to support you can access it.

Secure and encrypted transfer of information when records are shared electronically.

9. Your rights

You have rights over your personal information. These include the right to:

- Ask what information we hold about you
- Ask to see a copy of your information
- Ask us to correct information that is wrong
- Ask us to delete your information in some situations
- Ask us to limit how we use your information

We do not use automated decision making.

10. Accessing your information

- You can ask to see your information by making a Subject Access Request. To do this, please email privacy@mindthnr.org.uk or contact our office. We will respond as quickly as possible and usually within one month.
- We will respond as quickly as possible and usually within one month.
- Sometimes we may need to remove or hide information that relates to other people

11. Questions, concerns, or complaints

If you have questions or concerns about how we use your information, please contact us first: Email: privacy@mindthnr.org.uk

We will do our best to resolve your concern.

If you are not happy with our response, you can contact the Information Commissioner's Office (ICO), the UK data protection regulator.