



Why we collect data *about you*

Staff who are supporting you will keep records about your care and support. Data we collect on you includes the following:

- Personal details about you, such as name, address, date of birth and next of kin;
- Contact details, including mobile number;
- Details of your care and support needs;
- Notes and reports made by staff who support you.

What can I do if I am unhappy about anything?

You can contact us at supportercare@rethink.org or call **0121 522 7007** if you are not happy with how we have handled your information.

You also have the right to complain to the Information Commissioner's Office (ICO). Their website is www.ico.org.uk. If you don't have internet access you can call the ICO helpline on: **0303 123 1113**.

Rethink
Mental
Illness

We are the charity for people severely affected by mental illness, no matter what they're going through.

For further information on Rethink Mental Illness
Phone: **0121 522 7007**
Email: info@rethink.org

You can find us on:



rethink.org

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How we use your
**personal
data**





How is the data used?

- To provide care and support with accessible information for staff
- To ensure safe and effective support
- To assist in managing your support and wellbeing
- To provide statistical information to the service commissioner
- To investigate complaints, incidents, or serious untoward incidents
- To aid in evaluating and improving our services.

When you are referred to one of our services, staff will discuss with you how your data will be used during your time at the service and give you the opportunity to say with whom, if anyone, your data can be shared. This will be recorded, and staff will review this with you whilst you are using the service.



How we protect your data

We comply with the Data Protection Act 2018 and other relevant legislation, including the UK General Data Protection Regulations (GDPR). All staff are trained on their duties regarding the management and control of your personal data. We take precautions to prevent loss, misuse, or unauthorised alteration of your personal data. Your personal data records are kept secure in the UK.



When data may be shared, and with whom

We will only ever share your data if it is in the best interests of your care and support.

We will not disclose any data that identifies you outside of your direct support team without your permission, unless there are exceptional circumstances such as when there is serious risk of harm to yourself or others or where the law requires it.

Every six months staff will talk to you to ensure that you remain happy with whom data can be shared with.



How you can access your data

You have the right to access the data we hold about you. If you would like to access your data, speak to the manager of the service with what data you require. Your request will be dealt within one month and will be provided to you in a suitable format.

The data will not include any information that relates to or identifies another person unless that person has given consent. If they have not given consent we will need to remove the information from your records.



Keeping data up to date

Please inform us of any changes to your personal details or circumstances to keep our records up to date.

If you believe any of the information we have about you is incorrect, please inform us so we can make the necessary corrections. If we agree that the data is incorrect.

If we are not satisfied that the data is incorrect, a note will be added to the record and you will be given a copy.



How long will we keep your data?

We will not keep your data for longer than is necessary. In most cases we will keep your data for eight years after your last contact with us.

If we do need to keep your data for longer than this, we will let you know.

In certain circumstances, you have the right to have your personal data erased.

