

A photograph of a man and a woman sitting on a blue couch, engaged in a conversation. The man, in the center, is wearing a dark striped shirt and is smiling warmly. The woman, on the left, is seen from the back, wearing glasses and a patterned top. A large blue circle is overlaid on the image, containing the text.

# How we use your personal data

[rethink.org](https://rethink.org)

Rethink  
Mental  
Illness.

## Introduction

This leaflet explains why Rethink Mental Illness collects data about you and how it is used, your right to see your records, and how we keep your personal data confidential.



# Why we collect data about you

Staff who are supporting you will keep records about your care and support both on paper and electronically. 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.



## How is the data used?

- To provide you with care and support, ensuring that appropriate information is available to all staff who support you
- To ensure your support is safe and effective
- To support you in managing your own support and wellbeing
- To provide statistical information to the commissioner of the service
- To investigate any complaints, incidents or serious untoward incidents
- To help us evaluate our services in order to plan and improve them

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. With staff, you will complete a Processing and Disclosing Your Data form. This will detail how the service will use your data and give you the opportunity to say with whom, if anyone, your data can be shared.

If you do not wish your data to be used for research and planning purposes, you can let us know.



## How we protect your data

When dealing with your personal data we will comply with the Data Protection Act 2018 and any other applicable legislation, including the General Data Protection Regulations (GDPR).

All staff within Rethink Mental Illness receive training on their duties in relation to the management and control of your personal data.

We take precautions to prevent the loss, misuse or unauthorised alteration of personal data you give us.

We keep all personal data records, whether paper or electronic, secure to prevent unauthorised access in line with current legislation.

Your information is kept 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.

We will review your Processing and Disclosing Your Data form with you every six months to ensure that you remain happy with who data can be shared with.



## How you can access your data

You have a right to access the data we hold about you.

Your support worker will offer you copies of your support and safety plans when you have completed these together. You will be asked to sign this paperwork with staff.

If you require access to data that is within your file you will need to contact to the manager of the service. You will need to state what data you require.

The Manager will respond to your request within one month.

We will ensure that the data released to you does not include any information which 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. We will usually let you know if this is the case.

Your data will be provided to you in a suitable format.



## Keeping data up to date

Please let us know if your personal details or circumstances change so that we can ensure our records are kept up to date and are accurate.

If you consider that any part of the data we hold about you is inaccurate, you can let us know so that we can correct it. If we agree that the data is incorrect, the alteration will be made.

If we are not satisfied that the data is incorrect, a note will be added to the record you consider to be inaccurate. 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 6 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.

## What can I do if I am unhappy about anything?

You can contact us at [supportercare@rethink.org](mailto: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](http://www.ico.org.uk). If you don't have internet access you can call the ICO helpline on: **0303 123 1113**.

We're Rethink Mental Illness and no matter how bad things are, we can help people severely affected by mental illness to improve their lives. We're on a mission to bring about meaningful change, through our services, groups and groundbreaking campaigns.

As a leading charity provider of mental health services in England, people living with mental illness and those who care for them, are at the heart of everything we do. They shape our expert advice, information, and around 200 services

– everything from housing to community-based services.

And they drive our campaigning to change the law and tackle discrimination. Together, we run over 130 local groups which provide vital peer support in the community.

We know, from our vast experience, that people severely affected by mental illness can have a good quality of life.



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 [www.rethink.org](http://www.rethink.org)

Leading the way to a better quality of life for everyone severely affected by mental illness.

For further information on Rethink Mental Illness  
Phone 0121 522 7007  
Email [info@rethink.org](mailto:info@rethink.org)

