

Support in Mind GDPR/Privacy Policy

Support in Mind GDPR/Privacy Policy – Updated November 2019

How we collect and use your data

In accordance with the new data privacy law introduced in May 2018, we recognise that the information we supply our members or any other contact about the processing of personal data must be:

- concise, transparent, intelligible and easily accessible
- written in clear and plain language
- free of charge

Any data we hold will only be used by Support in Mind - we will never give information to other organisations to use for their own purposes and you are free to change your mind about us using your data at any time. No data is transferred outside of the UK.

Any data is stored and used in accordance with our GDPR/Privacy Policy and you can unsubscribe at any time by contacting us by email, telephone or in writing.

What is personal data?

Personal data is information about a living individual from which that person can be identified. That information can be in a variety of formats. For example it might be on computer, in a paper filing system or in more unusual formats such as CCTV footage.

What about Consent?

Our data processing is based on consent. When registering their interest to become a member of Support in Mind, contacts consent that their contact details are stored for the purpose of being emailed; called about their enquiry; added to our newsletter or brokerage lists and receiving information related to any enquires they have made.

When completing a membership form, we ask for consent for the use of your data for these purpose.

Why does Support in Mind collect data?

We need to collect contact data in order to respond to adhoc enquiries; provide you with information about your business or charity membership; to share information about projects and opportunities for you to engage with; to inform you of upcoming events; to send annual invoices; to inform you of items available through our brokerage offering (if you are a charity) and to organise meetings.

How do we receive data?

Any data we hold about a person, their company or charity will have come from:

- An email enquiry
- An enquiry at a networking or other event
- Completing and submitting a contact form from our website
- A telephone call to us
- Completion of a membership form to join Support in Mind – a company may have submitted someone's details to act as their representative and to receive information from us.
- This information will be held on a membership form, and email details added to our newsletter database.

What will your data be used for?

You data will be used to:

- Send you our monthly newsletter and news of projects we think will be of interest to you
- Notify you about Support in Mind events
- Share information about activities and projects happening in Reading
- Notify you of projects you may want to become involved with
- Notify you of items available (if you have asked to be on our brokerage list)
- to receive invitations to meetings/events/various information relating to Support in Mind
- To make enquiries on your behalf if requested

What kind of information do you hold?

Depending on what you have provided to us, we may hold the following information:

Name, Job Title, Company/charity, Address, Telephone number, Mobile number, Email

Can I find out what data Support in Mind holds about me?

As a Data Subject you have the right:

1. to be told whether we are processing information about you
2. to be provided with a description of the data, why we are processing it and the sorts of people or organisations we might disclose the information to
3. to be provided with a copy of the data in an intelligible and permanent form
4. to be told, if we know, where the information was obtained from

Where is data held?

Data is stored in a secured shared area on secure encrypted systems and laptops. The area where the data is stored is accessed by a limited number of Support in Mind staff, and the secure shared area can only be accessed with a username and password.

Each system user has an individual username and password, and a user profile which only allows them to access the details they need to carry out their job.

How long will data be stored and what criteria used to determine this?

Data is kept until we receive a request that it be removed; someone unsubscribes to the newsletter list; until it is updated (if a role or contact name changes and we are advised) or until a membership is cancelled.

Updates to address and contact details are carried out on a regular basis, as and when required. If a distribution list is no longer needed for its intended purpose, it is destroyed.

How do I obtain information about my data?

You must make a Subject Access Request in writing with a verifiable signature. You can post a request to us at:
Support in Mind

2 Letts Gree, Reading RG5 3QZ

Or by emailing it to us at: support@supportinmind.com

When making a Subject Access Request, you may be asked to provide some means of identification. This is to safeguard all Data Subjects by making sure that we only supply information to those who are entitled to receive it.

If I am unable to make a Subject Access Request myself can I ask somebody to do it for me?

Yes - but you will need to give them authority to do so. If there is no-one who can help you then let us know and we will make arrangements for somebody to assist you if necessary.

How long will a Subject Access Request take?

We will endeavour to provide you with the requested information as soon as possible and no later than 40 calendar days from receipt of a valid request.

What can I do if I think that information you hold about me is incorrect?

Email us at support@supportinmind.com or write to us explaining what you think is wrong and ask for the data to be corrected. We must tell you what we have done or intend to do within 21 days. If you do not agree with our decision, you can ask us to record that disagreement for future reference - or you can take the matter up with the Information Commissioner.

Who is our data controller?

The Founder of Support in Mind – Jason McMahon

How do I contact you?

Email us at support@supportinmind.com or call 0118 4377557