Centre for Better Health Privacy Notice
For clients, customers and volunteers

The Centre for Better Health needs to collect data about you in order to deliver the service you have signed up to, or to place you as a volunteer. We will use the information that you have provided in accordance with the Data Protection Act 2018, which stipulates that personal information will not be kept for longer than necessary or shared with third party organisations without your permission.

What type of information we have about you
Depending on which service you access, we will collect and process some or all of the following information. We do not retain information relating to customers of our Better Health Bakery.

- Personal information such as your name, phone, email, address and date of birth
- Contact details for an emergency contact, as well as for your GP surgery
- Sensitive information such as ethnicity, religion, sexual orientation and income status
- Sensitive information about your physical and mental health
- Educational qualifications, skills and employment history (volunteer applicants only)
- A copy of your ID e.g. passport (volunteer applicants only)

How we get this information
We collect personal and sensitive information about you when you ask to be provided with a specific service or when you apply to volunteer with us. We get this information in the following ways:

- When you fill in an application form online or on paper
- When you meet with a member of staff, or your counsellor
- When you send us correspondence (letter, email, SMS)
- When you complete a feedback form or survey

Other services that are working with you may also provide us with information about you, so that you can access services at the Centre for Better Health.

Why we have this information
We have information about you in order to provide you with a service suitable for your needs; improve our services; and report to our funders according to our contractual obligations. Under the General Data Protection Regulation, the lawful bases we rely on for processing this information are:

(a) We have a legitimate interest: For clients, we need to collect and store personal and sensitive information about you to understand the issues you are facing. This enables us to help you in the best way to meet your needs. For volunteers, we need to collect and store information about you to ensure you are suitable for the position, and to support you during your volunteering.

(b) Your consent: We will ask for your express consent before adding you to our mailing list to receive updates about our activities; or before asking you to complete our CORE monitoring forms if you are a counselling client. This will require you to explicitly opt-in by selecting a check box. Anything for which we request your express consent is optional and you can opt-out if you change your mind.

If you do not provide us with the personal information we have requested, we may not be able to fulfil the purpose for which this was collected, e.g. provide you with a service. We ask you to read and agree to our Privacy Notice before applying for one of our services or volunteer positions.

What we do with this information
We use the information you have given us in order to provide you with a quality, sensitive and targeted mental health service, volunteer placement, or bike service or product. For example,
to establish if we can provide you with an appropriate service
- to ensure we are supporting your wellbeing or recovery from mental ill health
- to communicate with you regarding the service you are receiving
- for internal record keeping, professional supervision and quality assurance
- for promotional, reporting or advocacy purposes (data will always be anonymous)
- to update you on our services (if you have signed up to our mailing list)

Occasionally, 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. We do not disclose personal information to third parties for the purpose of allowing them to send marketing material to you.

How we store your information
Your information is securely stored on an online cloud-based platform called Salesforce, or if you are one of our Better Health Bikes customers, on Vend. If you access our counselling service and have agreed to complete our CORE monitoring survey, responses will be securely stored on a desktop application called CORE PC. Some information is kept on paper and stored in locked cabinets, for example counselling notes. These do not reference clients’ names.

We use IT providers and platforms such as Microsoft, Salesforce, Vend and Mailchimp that may use servers outside of the UK (in the case of Mailchimp and Vend, outside of the European Economic Area). We are satisfied with their commitment to complying with data protection legislation. To find out more, you can ask to see our Data Protection Policy, or visit the companies' websites directly.

How long we store your information for
We store information about our clients and volunteers for up to three years and about our Better Health Bikes customers for up to six years following the end of the last service we have provided. After this point, the information will be permanently destroyed. Non personal, de-identified or aggregated information may be stored for longer periods of time for reporting purposes.

Providing us with a third party’s personal information
If you provide us with someone else’s personal information (e.g., a referee for your application), you should familiarise them with this Privacy Notice and ensure you have their consent before doing so.

Your data protection rights
Should you wish to do so, you can ask for a copy of the personal information we hold about you. You can also ask us to change or complete any inaccurate or incomplete personal information held about you. In certain circumstances, you can ask us to erase your personal information (e.g. if it is no longer necessary for us to use it); ask us to restrict the personal information we use (e.g. if you have asked for it to be erased or where you have objected to our use of it); object to the processing of your personal data (e.g. if you object to the grounds on which we are processing this data); and ask that we transfer the information you gave us to another organisation, or to you.

You are not required to pay for exercising your rights, unless we deem the request to be unfounded or excessive. In this case, we may charge an admin fee of £10. If you make a request, we have one month to respond. If we are unable to give you access to your information, we will explain why. If you wish to make a request, please write to Data Officer, Centre for Better Health, 1a Darnley Road, E9 6QH.

How to complain
If you are dissatisfied with the way that we deal with your personal data, you may write to us at Data Officer, Centre for Better Health, 1a Darnley Road, E9 6QH. If you remain unhappy, you can complain to the Information Commissioner’s Office (ICO) at Wycliffe House, Water Lane, Wilmslow, SK9 5AF. You can also contact the ICO helpline by dialling 0303 123 1113.