

Privacy notice

Tyneside and Northumberland Mind client privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Post

Tyneside And Northumberland Mind, 3rd Floor, Tru-Knit House, 9-11 Carliol Square,
Newcastle Upon Tyne, Tyne and Wear, NE1 6UF, GB

Telephone

0191 477 45 45

Email

admin@tynesidemind.org.uk

What information we collect, use, and why

We collect or use the following information **to provide client care, services, and other goods:**

- Names and contact details
- Gender
- Pronoun preferences
- Addresses
- Date of birth
- NHS/HSC/CHI number
- Next of Kin details including any support networks
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and general care provisions)
- Test results (including psychological evaluations, scans, bloods, x-rays, tissue tests and genetic tests)
- Photographs or video recordings
- Call recordings
- Service use history
- Payment details (including card or bank information for transfers and direct debits)
- Information about work, home and living conditions
- Information about support requirements
- Information about lifestyle, interests or personal history
- Criminal offence data
- Records of meetings and decisions

We also collect or use the following special category information **to provide client care, services, and other goods:**

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sex life information
- Sexual orientation information

We collect or use the following information **for safeguarding or public protection reasons**:

- Name, address and contact details
- NHS/HSC/CHI number
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Relevant information from previous investigations
- Test results (including psychological evaluations, scans, bloods, x-rays, tissue tests and genetic tests)
- Records of meetings and decisions

We collect or use the following personal information **to comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Financial transaction information
- Insurance details
- Health and safety information
- Safeguarding information
- Criminal offence data
- Any other personal information required to comply with legal obligations

We also collect or use the following special category information to **comply with legal requirements**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information **for recruitment purposes**:

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth

- National Insurance number
- Copies of passports or other photo ID
- Employment history (e.g. job application, employment references or secondary employment)
- Education history (e.g. qualifications)
- Right to work information
- Details of any criminal convictions (e.g. Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Accessibility requirements to ensure candidates are treated equitably and can access interviews

We also collect the following information **for recruitment purposes**:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

This data is collected anonymously and will not be linked to your application. This data is not used as part of the hiring process.

We collect or use the following information **to receive donations or funding and to organise fundraising activities**:

- Names and contact details
- Addresses
- Gender
- Pronoun preferences
- Next of Kin details
- Emergency contact details
- Photographs or videos
- Payment or banking details
- Donation history
- Tax payer information (for Gift Aid purposes)
- Gifts in wills
- Visitors to our stores and website

We also collect the following special category information **to receive donations or funding and to organise fundraising activities**:

- Health information (including medical conditions, allergies, medical requirements and medical history)
- Accessibility requirements

We collect or use the following personal information **for information updates, marketing or market research purposes:**

- Names and contact details
- Address
- Marketing preferences
- Website and app user journey information
- Recorded images, such as photos or videos
- Donation history
- IP addresses
- Records of consent, where appropriate
- Personal stories/testimonials submitted to us with consent for the purpose of sharing in our marketing and/or communications

We also collect the following information **for information updates, marketing or market research purposes:**

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sexual orientation information

We collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Address
- Payment details (where relevant)
- Account information (where relevant)
- Purchase or service history
- Witness statements and contact details
- Call recordings
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information

- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are **set out** in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- Your right to erasure - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- Your right to object to processing - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to provide client care, services, and other goods, including delivery and third party referrals** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We use personal data to run and improve our services in ways that benefit our clients, our organisation and the wider public. This includes communicating with people who use the service, keeping them informed, and ensuring our support is accessible and person-centred. We also use special category data for equality and inclusion monitoring, which helps us understand who is using our services and identify any barriers to access. For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- It is in our legitimate interests to stay in contact with people who have engaged with our fundraising or marketing teams and shown interest in our work. We use only minimal information, such as names and contact details, and individuals would reasonably expect this. The impact of our communications is low, and you can opt out at any time. Opt-out options are included in all our correspondence. For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent – we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - It is in our legitimate interests to keep contact details for people who have engaged with our services or expressed interest in our work. We use only minimal information, such as names and contact details, to send service updates or occasional marketing messages. Individuals would reasonably expect this based on their previous contact with us or their consent. The impact of these communications is low, and you can opt out at any time. Opt-out options are included in all our correspondence. For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent – this applies if you send us a CV and agree for us to keep it on record for future openings. We have permission from you after we gave you all the relevant

information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Legitimate interests** – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We use personal information to respond to enquiries, resolve issues and manage complaints in a way that supports both the individual and our organisation. For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from

- **Directly from you:** This is the primary way we get information. If we receive information from another source we will keep you informed of this, except in the rare circumstance where there is a specific legal basis or safeguarding reason why we cannot
- Regulatory authorities
- Family members or carers
- Other health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools, colleges, universities or other education organisations
- Councils and other public sector organisations
- Previous employers (if you are applying for a role with us)

How long we keep information

In line with data protection legislation, data will only be retained for as long as is relevant. We have taken advice from the ICO and follow guidance from the National Archives.

Data we collect is classified into one of three streams, outlined below. These determine how long the data will be retained in electronic or, occasionally, paper form. Wherever possible paper records will be digitised at the earliest opportunity and the paper safely shredded and destroyed.

We carry out data reviews and data mapping activities each summer. We therefore calculate the start and end of retention periods from September 1st each year.

The responsibility for the classification of data into one of the three streams lies with the Senior Management Team, in consultation with the Data Manager and project workers who collect and use the data. The data classification will be reviewed during annual data mapping reviews.

Short-term data: held for 12 months

Short-term data may include: unsuccessful job applications, data on resigned trustees, data on former volunteers. An example timeline:

Unsuccessful job application submitted	3/5/2026
Twelve-month retention period begins	1/9/2026
Data is deleted	1/9/2027

Medium-term data: held for 3 years

Medium-term data may include: wellbeing project client data, training client data. An example timeline:

Client joins a wellbeing group	15/1/2024
Client finishes attending wellbeing group	20/12/2024
Three-year retention period begins	1/9/2025
Data is deleted	1/9/2028

Long-term data: held for 7 years

Long-term data may include: counselling client notes, personnel files, salary and pay data, accounts data. Some data may be retained for longer if it is still needed or if it is subject to specific legislation, e.g. pension benefits records. Some records relating to children or statutory safeguarding may need to be kept for longer periods where required by law or national guidance, and we will retain these securely in line with those statutory obligations. Where possible data kept for longer periods of time will be pseudonymised or anonymised. An example timeline:

Client has first counselling appointment	30/11/2024
Client has final counselling appointment	15/01/2025
Seven-year retention period begins	1/9/2025
Data is deleted	1/9/2032

Who we share information with

Data processors

AgilicoIT, BondGate IT and 3CX

These data processors do the following activities for us: Telecoms & IT

BreatheHR

This data processor does the following activities for us: Human Resources

Charity Log

This data processor does the following activities for us: Client data secure storage

QuickBooks

This data processor does the following activities for us: Accounting

Sage

This data processor does the following activities for us: Payroll

SharePoint

This data processor does the following activities for us: Secure file storage

Others we may share personal information with

- Other health providers (eg GPs and consultants)
- Charities and voluntary organisations
- Care providers
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Legal bodies or authorities

- Local authorities or councils
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- We may publish information on our website, social media channels or other marketing and information platforms. (This does not normally involve personal data about people who use our services. If you choose to share your story with us for use on our website, social media, or other communications, we will explain the process, obtain your explicit consent, and you can withdraw that consent at any time.)
- Current employers

Duty of confidentiality

We are subject to a common law duty of confidentiality. If you access any service with us we will explain the bounds and limits of confidentiality to you in detail and this will form part of our service contract with you. There are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- we have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the [Public Benefit and Privacy Panel for Health and Social Care](#) or other similar governance and scrutiny process.

NHS National data opt-out

We are commissioned to deliver NHS-funded mental health services and submit information to the Mental Health Services Data Set (MHSDS). We submit this information because it is a requirement of our NHS commissioning contract and helps the NHS plan and improve mental health services.

The NHS National Data Opt-Out allows you to choose whether your confidential patient information is used for research and planning. It does not affect your care.

We do not check opt-out preferences ourselves. The opt-out is applied automatically through national NHS systems before your identifiable data is used for research or planning.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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13th January 2026