

Tyneside & Northumberland Mind Young People's Privacy Notice



Who we are

We are Tyneside and Northumberland Mind. We support people with their mental health and wellbeing. If you want to talk to us about your information:

- Address: 3rd Floor, Tru-Knit House, 9–11 Carliol Square, Newcastle upon Tyne, NE1 6UF
- Phone: 0191 477 45 45
- Email: admin@tynesidemind.org.uk



What information we collect

We only collect information we genuinely need to support you. This may include:

- Your name, age, and contact details
- Your pronouns
- Information about your health or wellbeing
- Details about your support needs
- Notes from sessions or meetings
- Emergency contact details
- Information about your home or school life if it helps us support you

Sensitive information (like health, beliefs, or background) is treated with extra care.



Why we collect your information

We use your information to:

- Help you get the right support
- Keep you safe
- Understand what you need
- Improve our services
- Follow the law when required



How we keep your information safe

Your information is stored securely. Only staff who need it to support you can access it.



Who we might share information with

Most of the time, what you tell us stays private. We keep your information safe and only share it when we really have to. This might be because:

- You say we can
- We need to share it with other professionals involved in your care
- There is a serious risk to you or someone else
- The law requires it

We explain why whenever we can.



How long we keep your information

We keep information only as long as needed. This might be:

1 year. A little while for jobs that don't take long.

3 years. A bit longer for jobs we might need to do again.

7 years or more. A long time, for information which might be important to help keep someone safe, or if the law says we must.

After that, we delete it safely.



Your rights

You can:

- Ask to see the information we have about you
- Ask us to change anything that's wrong
- Ask us to delete your information (unless we must keep it)
- Ask us to stop using your information in certain ways
- Change your mind if you previously gave consent



NHS data

Some of our services are funded by the NHS. We send certain information (not your name) to help the NHS plan and improve mental health services. You can choose whether or not your confidential NHS information is used for research or planning.



If you're worried or want to complain

If you're unhappy about how we use your information, you can tell us. If you're still not happy, you can contact the Information Commissioner's Office (ICO).