

Community Support Network South London (CSN)

Privacy Policy

We want everyone who supports us, or comes to us for support, to feel confident and comfortable with how any personal information you share with us will be looked after or used. This Privacy Policy sets out how we collect, use, and store your personal information (this means any information that identifies or could identify you).

The CSN Privacy Policy may change so please remember to check back from time to time. When we make any changes to this Privacy Policy, we will make this clear on our website or contact you about any changes.

We are committed to treating you with respect and openness.

Who We Are:

CSN are committed to protecting your personal information and making every effort to ensure that your personal information is processed in a fair, open and transparent manner.

We are a 'data controller' for the purposes of GDPR (General Data Protection Regulations/ Data Protection Bill) which comes into force 250518. This means that we are responsible for, and control the processing of, your personal information.

How We Collect Information About You

Everything we do, we do to ensure that we can help people experiencing a mental health problem get both support and respect.

We collect information from you when you interact with us directly: for example, to enquire about or use our advocacy services, or because you are interested in volunteering with us, becoming a member, working for us or serving on our Management Committee.

Information we Collect and Why We Use It:

Personal Information:

When you apply for a job, to become a member of CSN or to volunteer with us, we ask for information such as name, address, phone number and email address.

If you become a user of our advocacy services we will also require some other information such as what ward you are on, who your mental health workers are, what services you are linked up to, and if you are on Section of the Mental Health Act (MHA). We ask this information on a need to know basis, and you do not need to tell us, and we do not need to know, any information that is not relevant to us working with you. Much of this information falls into the category of: Special Category Data, under the terms of GDPR, under the Data Protection Act 1998 this used to be called Sensitive Personal Data.

Confidentiality

We apply strict confidentiality principles in relation to our work with you. All information you give us is kept securely in locked filing cabinets and, where stored electronically, it is password protected to a high standard. This also applies to information we collect about our members, staff, and volunteers, including Management Committee members.

Rarely:

In rare cases we may need to share information you have shared with us. In advance of our work with you we will advise you as to the fact that if you inform us of an intention to harm yourself or another person that we will need to pass on this information, and also in certain other circumstances as required by law, for example for the prevention and detection of crime and terrorism.

Consent

In most cases, our work as advocates will be on the basis of your consent for us to act. You will be instructing us to do various tasks on the basis of what you identify as your concerns or issues, and we will be following your wishes on the basis that they fall within the remit of our role.

Legitimate Interest

In some cases, our work as advocates will be on the basis of a legitimate interest. For example, where we are asked to provide advocacy support to individuals who lack capacity but are detained under the Mental Health Act and a Best Interests' meeting is being held. You may or may not agree to our involvement but if involved professionals require us to be there, we will need to attend even if you are not keen.

How Long will we Retain Your Information?

We usually retain client files for no more than six years after our last contact with you. If we don't hear from you again after that time, we will shred the file but you can of course become a client of ours again in future.

Please see our Data Retention Policy for further details of the time periods for which we retain certain types of data.

Your Rights:

Access: you have the right to request a copy of the personal information we hold about you.

Right to Object: you can object to our processing of your personal information where we are relying on a legitimate interest (or a legitimate interest of a third party).

Consent: If you have given us your consent, you can withdraw it at any time.

Rectification: You can ask us to change or complete any inaccurate or incomplete personal information held about you.

Erasure: You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

Portability: You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

Restriction: You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

No Automated Decision Making: Automated decision making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.