

Ballamona Association for Mental Health - Privacy Notice

Ballamona Association for Mental Health is committed to protecting the privacy of everyone who uses our services: service users, carers, Directors, Trustees and volunteers; and anyone who supports the Association through fundraising or other activities. This notice explains what personal data we collect and process, how we collect it, whom we share it with, and why we do so. It also explains how we keep the data secure. If, after reading this Notice, you have any questions about it, or data processing in general, then please contact our Data Protection Officer whose details are provided at the bottom of this Notice. We will treat your data with respect and in accordance with the requirements of the Isle of Man Data Protection Act 2018 (Also commonly referred to as the “Applied GDPR”).

What is personal data?

By “Personal Data” we mean any information that might allow you to be identified, such as your name, address, date of birth, photo or video image. Company and charity law also requires us to collect and file on their publicly accessible registers certain information about our Directors and Trustees registers such as their occupation and any former names and our Independent Examiners or Auditors may require access to information to comply with relevant laws and regulations.

Whilst the Association does not collect personal data in respect of the health or well-being of service users, sometimes they share this with us when making direct contact. This information is immediately and permanently redacted from any information held or circulated within the Association. Health care professionals making referrals to the Association are specifically instructed that they must not include any personal data about the service user in any submissions, in whatever format, which they make to the Association on behalf of a service user. The Association does not accept self-referrals from individuals; applications for assistance have to be made on their behalf by the appropriate mental health professional using the anonymised application process.

Who we are

We are the Ballamona Association for Mental Health, a Manx company limited by guarantee number 063859C, we are a registered Manx Charity number 194a, and we are established for the charitable purpose of promoting and preserving, and providing facilities to enhance and assist the mental health of the community of the Isle of Man including those persons suffering permanent or temporary mental disorder by whatever means the Association thinks fit including the provision of facilities for and/or funding to the Department of Health and Social Care for such purposes as the Association may direct.

When the Ballamona Association for Mental Health collects your Personal Data – and what Data is collected

- Membership – we will ask you to provide information by completing a membership application form when you apply to join and become a member of the company. If you subsequently take up a management role in the company we will then collect the statutory information we require to meet our legal obligations pertaining at the time so we can file your details on the public registers at the Company Registry and the Charity Registry.
- Fundraising – when you contact us to offer financial or other support
- Applications for assistance – “self referrals” for assistance are not accepted by the Association. Applications must be received from a relevant mental health professional, who will usually contact us from their workplace and provide us with the professional’s name, job title and workplace address and other contact details such as their telephone number and email address. Sometimes their request will be forwarded by their administrative support staff, who

may provide similar personal data which we will use to appraise them and the professional of the progress of the application. We will sometimes need to seek clarification from the professional or the relevant service manager.

- Suppliers – we try to obtain 3 quotations for items of major expenditure, and we maintain a record of the name and contact details of any salesperson or other staff with whom we have been in contact so that we can demonstrate good financial governance.

The Personal Data we collect might include name, address, email address, telephone numbers, date of birth, credit card details and bank account details (for setting up regular direct debit or payment information). For those in management roles, we will collect whatever information the relevant law pertaining at the time requires us to publish on the public registers.

When Personal Data is used by the Ballamona Association for Mental Health

We may use your Personal Data for:

- Dealing with your enquiries, requests, complaints, and compliments
- Processing your donations made online
- Providing you with information about our work, activities, events and services
- Complying with our legal obligations
- Where we have a legitimate business reason
- Where we have your informed consent. Please refer to the “Your Consent” section.
- Providing and personalising our services
- Administering membership records
- Fundraising

Your Consent

Where there is no legal obligation or legitimate business reason for us to collect, process, or store your Personal Data we will request your consent. We will give a clear explanation of the purpose(s) for which your Personal Data is being collected, processed, and retained. Where consent is necessary, we will ask for it to be given by a positive “opt-in” choice. Sufficient information will be provided for an informed choice to be made. The Personal Data will not be used for any other purpose without additional consent being obtained. We will also make clear how consent can be withdrawn.

Keeping your Data secure

We have in place physical, electronic and managerial procedures to safeguard and secure the Personal Data we collect.

in compliance with the relevant data protection legislation. All our Directors, Trustees and those in management roles, who have access to, and who are associated with the processing of Personal Data, are legally obliged to respect its confidentiality.

Sharing of Personal Data

Your Personal Data will not be shared with other organisations unless we have your consent to share it; or where we have a legal obligation, or legitimate business reason, to do so. Your Personal Data is not sold to any organisation.

Indirect collection of Personal Data. We make it clear to those who may seek our assistance that we will not accept Personal Data from a third party (e.g. a person with parental authority, or a healthcare professional) and require all such requests to be anonymised.

Retention of Data

We will only retain Personal Data for as long as we have a legal, or legitimate business reason, for doing so. We will not retain Personal Data if you have unsubscribed from our mailing list or if you have exercised your right to have it erased.

Cookies

Our website does not use cookies. *(A cookie is a small text file created by a web server and saved on your PC's hard drive. The next time you visit the web site the web server will check to see if you have this cookie. If you do, the web server will be able to read its contents.)* Aggregate information is used to show us the total number of visits to our web site and which parts of the site are used the most. Aggregate information does not identify individuals, as it does not contain any personal data. This information helps us in developing our web site and improving the service we offer you.

If you are aged under 18

Although, in respect of the services the Association provides you may be classed as a child, you have the same rights as adults over your Personal Data. However, where your consent is required, we will seek it from someone who has "parental consent" to ensure you do not mistakenly agree to us processing your Personal Data.

Changes to our Privacy Notice

This Notice may be amended in the light of any changes in legislation, or as the result of guidance from the Isle of Man Information Commissioner.

Your rights

The Applied GDPR gives individuals:

- The right to access to your Personal Data (through a 'subject access request').
- The right to the rectification of inaccurate Personal Data
- The right to request erasure of your Personal Data
- The right to seek a restriction on the Personal Data we process
- The right to Data portability. You can ask us to give another organisation the Personal Data we hold
- The right to object to us processing your Personal Data
- The right not to be subject to automated decision-making based solely on your Personal Data
- The right to complain about the way we have treated your Personal Data

It should be noted that these rights are not "absolute" and, whilst we make all reasonable efforts to comply with requests we receive, there may be reasons why the exercising of your right(s) cannot be complied with. If this is the case we will tell you.

Exercising your rights

If you wish to exercise your rights please contact us (See “How to contact us”)

How to contact us

Please contact us if you have any questions or concerns about our Privacy Notice or the way we treat your Personal Data.

You can contact us:

- By email: treasurer.bamh@gmail.com
- or write to us at: Data Protection Officer, Ballamona Association for Mental Health, 63 Westbourne Drive, Douglas, Isle of Man, IM1 4BB

If you are not happy

We would hope that any queries or concerns that you may have regarding our use of your Personal Data can be easily resolved; however, we do recognise that sometimes things can go wrong – or you may feel that we have not acted as you think we should have. If this is the case, or you do not want to raise the matter with us first, you have the right to make a complaint to a supervisory authority. In the Isle of Man the supervisory authority is the Information Commissioner’s Office.

Their contact details are as follows:

Isle of Man Information Commissioner
First Floor, Prospect House
Prospect Hill
Douglas
Isle of Man
IM1 1ET

Telephone: +44 (0)1624 693260

You can also access their website: www.inforights.im