

## **NCSPET PRIVACY STATEMENT (Version 1.1)**

National Centre Suicide Prevention Education and Training CIC (NCSPET) is registered with Companies House as a Community Interest Company limited by guarantee. We want to make sure you receive the communications that are most relevant to you, be it through visiting our website or receiving emails, post or phone calls. We want to make sure you receive the best support when you engage in our services.

NCSPET are registered as a data controller with the Information Commissioners Office and our registration number is ZA392422 and our registered address is: NCSPET, 124 City Road, London, UK, EC1V 2NP

NCSPET recognises the importance of privacy of personal information. We are responsible for the personal information we collect, use, maintain and disclose. We are therefore committed to protecting the security and privacy of this information. To ensure this accountability, we have developed a set of privacy statements, and have trained our staff about our policies and practices.

This Policy (version 1.1) may change from time to time and, if it does, the up-to-date version will always be made available on our website and/ or we may contact you directly.

### **COLLECTION OF PERSONAL INFORMATION**

The type of personal data we may collect from you varies according to the nature of the engagement or activity you may be involved in.

Some examples of the type of personal data we may collect and/or receive during the normal course of our role are:

- Identification and Contact information (such as, but not limited to; name, address, date of birth)
- Employment information (such as, but not limited to; current and past employment, experiences, job demands)
- Racial or ethnic origin, political opinions, religious or philosophical beliefs. \*

\*This is known as special category data and is held by NCSPET for several reasons including:

- To ensure you receive the best level of service suitable to your needs.
- NCSPET funders require NCSPET to collect service user information as part of contractual monitoring e.g., ethnic origin.

### **PURPOSE OF USE AND LAWFUL BASIS FOR PROCESSING**

NCSPET's primary purpose for collecting personal information is to ensure that those engaging with NCSPET services receive the best level of service possible.

The lawful reason that allows NCSPET to process your personal information is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for NCSPET to process your information to help us to

achieve our vision of ensuring that everyone engaging in NCSPET services gets both support and respect.

Whenever we process your Personal Information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

NCSPET's lawful basis for processing special category data is consent. Consent can be withdrawn at any time.

## **PROTECTING PERSONAL INFORMATION**

We understand the importance of protecting personal information. For that reason, we have taken the following steps:

- Paper information is kept secured in a locked or restricted area and/or cabinet.
- Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, all IT equipment and mobiles are password protected.
- Paper information is transmitted through sealed, addressed envelopes or boxes by reputable companies.
- Electronic information is transmitted either through a direct line or is anonymised or encrypted.
- Our personnel are trained to collect, use and disclose personal information only as necessary to fulfil their duties and in accordance with our privacy policy.
- External consultants, agencies or suppliers with access to personal information must enter into privacy agreements with us.

## **SHARING YOUR PERSONAL DATA**

We will gain your consent before sharing your information with third parties.

Where we use an external service provider to act on our behalf, we will disclose only the personal information necessary to deliver the service and will have a contract in place that requires the provider to comply with NCSPET data protection and information security requirements.

We may also share your information with other service providers for the purposes of the provision of health, social care or treatment.

As an organisation that at times receives grants or funding, we will share anonymised information with our funders, however at times we are also subject to funder audit requirements, requiring NCSPET to provide evidence of service delivery.

We will never share, sell or swap your details with any third parties for the purposes of their own marketing or the monetising of your data.

## **EXCEPTIONS TO DISCLOSURE**

All information provided during delivery of our services will remain confidential. However, there are limitations to this confidentiality. We are legally required to pass on information if you tell us of any the following:

1. If you are at risk of harming yourself or someone else
2. If a child is at risk
3. If a crime has been committed that has not been reported

In any of these circumstances we will pass the information onto the relevant organisations, we will try to do so with your consent. Other than the circumstances described above, the information you discuss during a session will only be shared at your request.

## **RETENTION AND DESTRUCTION OF PERSONAL INFORMATION**

We retain your personal information as per NCSPETs data retention policy and data processing register which is guided by requirements related to law and professional regulations. Your information will be stored in NCSPET offices. We destroy paper files containing personal information by shredding. We destroy electronic information by deleting it and, when the hardware is discarded, we ensure that the hard drive is physically destroyed.

## **WHERE DO WE STORE YOUR INFORMATION?**

For technical reasons we may, on occasion decide to use the services of a supplier outside the European Economic Area (EEA), which means that your personal information is transferred, processed and stored outside the EEA.

By submitting your personal data, you agree to this transfer, storing and processing at a location outside the European Economic Area.

At NCSPET we have taken all steps reasonably necessary to make sure that your data is treated securely and in accordance with this privacy statement. We have done our best to protect your personal data, and ensure that it will be held in compliance with European data protection regulations.

## **OBTAINING ACCESS TO AND CORRECTING YOUR PERSONAL INFORMATION**

We make every effort to ensure that all of your information is recorded accurately. We ask that you help us keep your information accurate by contacting us at [info@ncspt.org.uk](mailto:info@ncspt.org.uk) should any of the details we have belonging to you change.

Individuals can ask to see personal data about themselves that is being held by NCSPET. If an individual wants to exercise this subject access right, there is a procedure to follow. You will be provided with the information only if you have provided satisfactory proof of your identity.

We invite SAR requests to be made by:

- Writing to Information Officer, NCSPET, Westcourt Centre, 8-30 Barrack Street, Belfast, BT12 4AH marked Subject Access Request on the outside of the envelope
- By email to [info@ncspt.org.uk](mailto:info@ncspt.org.uk), subject: Subject Access Request. Individuals have the right to have incorrect information held about them changed.

## **COMPLAINTS PROCESS:**

If you believe that NCSPET has not replied to your access request or has not handled your personal information in a reasonable manner, please contact NCSPET at [info@ncspt.org.uk](mailto:info@ncspt.org.uk).

If you still feel the situation has been dealt with unsatisfactorily, you can contact: The Information Commissioner's Office, Water Lane, Wycliffe House, Wilmslow – Cheshire, SK9 5AF Tel: 0303 123 1113.

**FURTHER CONTACT INFORMATION:**

In an attempt to ensure this privacy statement is clear and concise, it does not provide exhaustive detail of every aspect of how we collect or use your personal data. If you require further information please contact us and we will attempt to answer any questions or concerns.

Contact: Information Officer, NCSPET, Westcourt Centre, 8-30 Barrack Street, Belfast, BT12 4AH

Email: [info@ncspt.org.uk](mailto:info@ncspt.org.uk) Tel: 020 7411 9055

**Communications Preference**

**At NCSPET we value your support and would like to keep you informed about the vital work we do, our volunteering opportunities and our events.**

Yes – Please keep me up to date via post

Yes – Please keep me up to date via email

Yes – Please keep me up to date via text

Yes – Please keep me up to date via telephone

No – Please only contact me about the service I am accessing

If you change your mind about the way NCSPET communicates with you please let us know by writing to NCSPET Westcourt Centre, 8-30 Barrack Street, Belfast, BT12 4AH or by emailing [info@ncspt.org.uk](mailto:info@ncspt.org.uk)

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***I hereby acknowledge that I have read NCSPET's Privacy Statement (Version 1.1) and understand and agree the data NCSPET gather and hold my personal information in accordance with the Data Protection Act (1998) and the General Data Protection Regulations (2018).***

**PRINT NAME:**

**DATE:**