



Privacy Notice

Your personal data

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation 2016/679 (the "GDPR").

Who are we?

MINDHEART Creative Therapies C.I.C. is the data controller, meaning it decides how your personal data is processed and for what purposes. MINDHEART Creative Therapies is also the data processor, meaning it obtains, records and stores your personal information. Information is used solely for the purpose of providing its services and fulfilling its function. Therapists working with MINDHEART are also duty bound to adhering to privacy protection, as set out by their relevant professional bodies.

How do we process your personal data?

MINDHEART Creative Therapies C.I.C. complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

What do we process your personal data for?

- To enable us to provide a service for the benefit of the public as specified in our mission;
- To enable us to deliver a service as requested by our clients and/or any Third Parties;
- To maintain our own accounts and financial records;
- To meet statutory safeguarding requirements;
- To fundraise and promote the interests of the organisation;
- To fulfil our Safer Recruitment duties;
- To inform individuals of news, events, activities or services at MINDHEART Creative Therapies C.I.C.;
- To manage our staff, volunteers, contractors and to monitor performance.

What is the legal basis for processing your personal data?

Article 6 of the GDPR states the legal basis for which a data controller may process your personal information. At MINDHEART Creative Therapies C.I.C. our legal basis is that:

– the data subject has given consent to the processing of their personal data for one or more specific purposes;

Article 9 of the GDPR states the legal basis for which a data controller may process special category personal data (i.e., sensitive personal data). At MINDHEART Creative Therapies C.I.C. our legal basis is that:

– the data subject has given explicit consent to the processing of those personal data for one or more specified purposes

In exceptional circumstances, processing may be necessary for compliance with a legal obligation which MINDHEART Creative Therapies C.I.C. is subject to; (e.g., in order to comply with statutory safeguarding duties outlined in Working Together to Safeguard Children 2015).

Sharing your personal data

Your personal data will be treated as strictly confidential in line with our Confidentiality agreement and will be shared only with staff including contracted staff of MINDHEART Creative Therapies C.I.C. to fulfil their agreement with you. We will only share your data with third parties outside of the organisation with your consent unless there is a legal basis for doing so.

How long do we keep your personal data and how do we keep it safe?

Our guiding principle is that we are holding your data in strict confidence and we keep it no longer than reasonably necessary. There are several ways in which your privacy is shielded – adhering to strict contractual conditions and ensuring strict sharing or processing agreements are in place. Technology allows us to protect information mainly by restricting access.

Your rights and your personal data

Unless subject to a legal exemption, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which MINDHEART Creative Therapies C.I.C. holds about you;
- The right to request that MINDHEART Creative Therapies C.I.C. corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for MINDHEART Creative Therapies C.I.C. to retain such data;
- The right to withdraw your consent to the processing at any time;
- The right to request that MINDHEART Creative Therapies C.I.C. provides the data subject with their personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability),
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to object to the processing of personal data (where applicable).
- The right to lodge a complaint with the Information Commissioners Office.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Contact Details / Complaints

To exercise all relevant rights, queries or complaints please contact info@mindheartcreativetherapies.org marked for the attention of Yolanda Calzado Gil

MINDHEART Creative Therapies C.I.C. 7 Bell Yard, London, WC2A 2JR