



## Website Privacy Notice

This Privacy Notice sets out how North Kent Mind handles, stores, uses and shares your personal information when it collects such information from you or from a third party.

**The Data Controller** is North Kent Mind, located at The Almshouses, 20 West Hill, Dartford, DA1 2EP.

### What we collect and how we use personal data

North Kent Mind processes personal data of individuals and these include names, addresses, telephone numbers, email addresses, financial details, employment details and educational details. North Kent Mind processes personal data to enable it provide health services to its service users, to maintain accounts and records, promote its services and manage / support employees.

North Kent Mind does not sell personal information to anyone and only share it with third parties who are facilitating the delivery of North Kent Mind's services.

### How we share your personal information

North Kent Mind may need to share your personal information with other organisations. Where such sharing is necessary, we will comply with the requirements of the GDPR on data sharing. The types of organisations / groups that we may share personal data with are set out below:

- Healthcare professionals
- Social & welfare organisations

- Central government
- Business associates
- Families, associates, representatives of the person whose personal data is processed
- Suppliers and service providers
- Financial organisations
- Current, past and prospective employees
- Employment agencies

## **Your rights as a Data Subject**

You have the following rights in relation to your personal information which you can exercise by sending an email to [dpo@northkentmind.co.uk](mailto:dpo@northkentmind.co.uk). or by writing to the Data Protection Officer at the following address:

**Data Protection Officer**, North Kent Mind, The Almshouses, 20 West Hill, Dartford, DA1 2EP.

- Right to request access to your personal information and information relating to our use and processing of your personal information;
- Right to request that we restrict our use of your personal information;
- Right to receive your personal information in a structured commonly- used and machine-readable format or transmit the data directly to another Data Controller;
- Right to object to the processing of your personal information for certain purposes such as direct marketing and profiling;
- Right to request your personal information to be erased where it is no longer necessary for the purpose for which it was collected
- Right to withdraw your consent to the use of your personal information where the processing of your data is based on consent.
- Right related to automated decision

## **How long we retain your personal information**

We will retain your personal information for no longer than necessary taking into account the following:

- The purpose(s) for which we are processing your personal information, such as whether it is necessary to continue to store that information in order to perform our obligation under a contract;
- Whether we have any legal obligation to continue to process your personal information such as any recordkeeping obligations imposed by an applicable law;
- Whether we have a business reason to continue to process your personal information;

For more information on how long personal data is retained, please contact North Kent Mind's Data Protection Officer at [dpo@northkentmind.co.uk](mailto:dpo@northkentmind.co.uk)

## **How we secure your personal information**

We take appropriate technical and organisational measures to secure your personal information and protect it against unauthorised or unlawful processing as well as against its accidental loss or destruction or damage including:

- Using secure servers to store your personal information;
- Using Secure Sockets Layer (SSL) software or other similar encryption technologies to encrypt confidential data in transit and at rest;
- Verifying the identity of individuals that access your personal information;
- Providing access to the minimum personal data necessary, using appropriate restrictions and anonymisation/pseudonymisation whenever possible

## **Transfer of your personal information to other countries**

We may need to transfer your personal information to countries outside the European Economic Area (EEA) or to an international organisation from time to time. Where we transfer your personal information outside the EEA, the country to which it is transferred will either be subject to an adequacy decision and if not, we will ensure that the transfer takes place on the basis of one or more of the following safeguards:

- Binding Corporate Rule

- Standard contractual clauses adopted by the European Commission
- A Code of Conduct produced by an association or other body approved by the ICO
- An Approved Certification mechanism

## **Our use of cookies and similar technologies**

We use cookies and similar technologies on our website. For further information on how we use cookies and similar technologies, including the information we collect through our use of cookies please see our Cookies Policy below. The Cookies Policy is also available on our websites or by request via [dpo@northkentmind.co.uk](mailto:dpo@northkentmind.co.uk).

## **Questions and Concerns**

If you have any question or concern on how we collect, handle, store or secure your personal information, contact our Data Protection Officer using the details below:

North Kent Mind  
The Almshouses  
20 West Hill  
Dartford, DA1  
2EP  
Email: [dpo@northkentmind.co.uk](mailto:dpo@northkentmind.co.uk)

You also have the right to lodge a complaint with the Supervisory Authority and for the UK this is the Information Commissioner's Office (ICO). The ICO's contact details are:

Information Commissioner's  
Office Wycliffe House  
Water Lane,  
Wilmslow  
Cheshire, SK9 5AF  
Tel: 0303 123 1113

# **Cookies Policy**

North Kent Mind's website uses Cookies to help improve your experience while using our site. This Cookies Policy sets out the basis on which North Kent Mind uses cookies and similar technologies on our website.

We may update this Policy from time to time in order to keep you fully informed about our latest practices involving cookies and similar information-gathering technologies on our website. You should check this Cookies Policy each time you visit our website in order to find out whether our use of cookies and similar technologies has changed.

## **About cookies**

Cookies are data files that are sent between web servers and web browsers, processor memory or hard drives (clients) to recognise a particular user's device when the user accesses a website. They are used for a range of different purposes, such as customising a website for a particular user, helping a user navigate a website, improving that user's website experience, and storing that user's preferences and login information.

Cookies can be classified as either 'session' or 'persistent' cookies. Session cookies are placed on your browser when you access a website and last for as long as you keep your browser open. They expire when you close your browser.

Persistent cookies are placed on your computer when you access a website and expire at a fixed point in time or if you manually delete them from your browser, whichever occurs first.

Cookies will be set either by our website domain or by third party domains on our behalf. Cookies set by us on our website domain are referred to as 'first party' cookies. Cookies set by third party domains or set on or via our website domain on behalf of third parties are referred to as 'third party' cookies.

Cookies do not usually contain personal information. Cookies may, however, be used in combination with other information to identify you.

## **The types of cookies that we use**

The cookies that we use on our website are as follows:

### **Essential cookies**

These are cookies which are necessary in order for us to run our website and its essential functions. We use essential cookies for the following purposes on our website:

- to administer our website.
- to ensure our website functions properly when you interact with it.

### **Functional cookies**

These are cookies that store information about your preferences and your previous interactions with our website, and recognise you whenever you return to a website, in order to improve your website experience and personalise it for you. We use functional cookies for the following purposes on our website:

- to recognise you when you return to our website.
- to improve your experience of our website.

### **Analytical or performance cookies**

Analytical cookies track and gather data about what a user does on a website. We use analytical cookies for the following purposes on our website:

- to analyse users' access to and use of our website and its features.
- to improve our website, including its usability, functionality, content and user experience.

The information we collect using analytical cookies is collected on an anonymised basis.

## **Targeting cookies**

Targeting cookies record information about your visit to and use of our website, for advertising purposes. We use the targeting cookies for the following purposes on our website:

- to display advertisements to you based on your interests and to measure their effectiveness.
- to track whether you have come to us via an advertisement and to record information relating to how you came to us such as your geographical location when you accessed our website, the time of day you visited and the device you were using.
- to remarket advertisements to you on other websites you visit.

## **Third party cookies**

Third parties may use cookies on, via, or in relation to our website in order to analyse your use of our website and/or to display advertisements (including third party advertisements) to you.

We cannot be responsible for the ways in which third parties use information about you which they gather from their use of cookies.

You can accept or reject cookies used on our website by clicking the relevant box on the website.