

Privacy information for Ecotherapy participants

The type of information we collect

We currently hold and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Name, Date of Birth, Address, Contact telephone numbers (home and mobile if appropriate), Email, Gender, Preferred Pronouns, Details of mental and physical health history, risk and other needs where appropriate, GP and support worker/other allied health care professionals. Other data can be retrieved from an initial enquiry (via phone, email or face to face), referral forms and assessment forms, plus any other subsequent information that you provided to us.

How we get the personal information and why we have it

Most of the information we process is provided to us directly by you: having this data helps us with our duty of care to you and reporting, which helps us to maintain our services and funding.

We use the information that you give us to keep in contact with you, e.g. for mentoring or to give you updates about your groups. We only collect essential data and store it securely.

We will only keep inactive participants' data for the purposes of reporting. We only ever report data anonymously (e.g. our funders sometimes need to know the age and gender of the people we support).

St Nicks reserves the right to share participant details with partner organisations and, in the case of an emergency, with their GP and appropriate care professionals in the interest of participant health and safety.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis for processing your information that we rely on is your consent. You can remove your consent at any time: you can do this by contacting ecotherapy@stnicks.org.uk.

How we store your information

All of the information you give us is securely stored.

We will store the data you give us while you are an active participant in our services, and for up to three years after you leave our services. At this point, or if you remove your consent before then, we will dispose of your information from our records by erasing it from our online system. Any physical records we have will be shredded.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - you have the right to ask us for copies of your personal information.
- Your right to rectification - you have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - you have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - you have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - you have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - you have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: ecotherapy@stnicks.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting Eliza Fergusson, who is our Data Protection Officer.

Email address: eliza@stnicks.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>