

Collaboration for Mental Wealth in Moray customer privacy notice & cookies policy

This privacy notice tells you what to expect us to do with your personal information.

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The Collaboration for Mental Wealth in Moray is hosted by Moray Wellbeing Hub (MWH), this network includes MWH and the following partners :

Digital Health & Care Innovation Centre (DHI),
Moray Art Development Engagement (MADE),
tsiMORAY,
Science Ceilidh,
Arrows,
GREC (Grampian Regional Equalities Council) and
Earthtime for All Ltd.

Contact details for MWH (data controller)

Post

Collaboration for Mental Wealth in Moray, C/O Moray Wellbeing Hub CIC, Maisondieu Road, ELGIN, Morayshire, IV30 1RX, GB

Telephone

07721 526141

Email

hello@mentalwealthmoray.org.uk

What information we collect, use, and why

We collect or use the following information to **communicate relating to Collaboration for Mental Wealth in Moray updates, training opportunities, course attendance:**

- Names and contact details
- Addresses
- Date of birth
- Engagement history
- Health information (including dietary requirements, allergies and health conditions)
- Photographs or video recordings
- Records of meetings and decisions

We collect or use the following information for **organisation updates or marketing purposes, e.g. sending our newsletter, updates:**

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Recorded images, such as photos or videos
- Purchase or viewing history
- Records of consent, where appropriate

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **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. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **communicate relating to Collaboration for Mental Wealth in Moray updates, training opportunities, course attendance** are:

- Consent - we have permission from you after we gave you all the relevant information, including any connection to partner organisations. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **communicate relating to Collaboration for Mental Wealth in Moray updates, training opportunities, course attendance** are:

- Consent - we have permission from you after we gave you all the relevant information, including any connection to partner organisations. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you

How long we keep information

Further information can be found on our data handling policy [here](#)

Data Retention

We retain data only as long as necessary. Suggested retention periods ([SCVO guidelines](#)):

Record Type	Retention Period
Board minutes	Permanent
Financial records	7 years
Employee records	6 years post-employment
Insurance certificates	40 years
Grant funded project data	7 years following project end date or longer if funder requires
Safeguarding records	6 years
Unsuccessful applications	6 months–1 year
Survey Results (with personal information)	2 years – however once anonymised data used in reporting this will exist indefinitely

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Collaboration for Mental Wealth in Moray are committed to maintaining the trust and confidence of our visitors to our web site and subscribers to our newsletters. Here you'll find information on how we treat data that we collect from visitors to our website, or when someone subscribes to our newsletter.

Newsletter Sign Up

As part of the registration process for our regular e-newsletters, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third party provider, MailChimp, to deliver our newsletters. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#).

You can unsubscribe to mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer at hello@moraymentalwealth.org.uk

Links to Other Web Sites

This privacy notice does not cover the links within our site linking to other websites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

Third party cookies

These cookies allow third parties to track the success of their application or customise the application for you. Because of how cookies work we cannot access these cookies, nor can the third parties access the data in cookies used on our site. For example, if you choose to 'share' content through Twitter or other social networks you might be sent cookies from these websites. We don't control the setting of these cookies, so please check those websites for more information about their cookies and how to manage them.