

Website Privacy Policy

Our privacy policy

1. What this policy covers

The data controller is Mental Health Care (UK) Limited (referred to in this policy as “we” or “us”.) on behalf of all Companies within the MHC group including Young Foundations Ltd.

This privacy policy sets out how we use and protect any information that you give when you use this website. In particular, it:

- Sets out the types of personal data that may be collected
- Explains how and why we collect and use personal data
- States who we may share personal data with
- Explains when and why we may share personal data
- Explains the rights and choices you have about your personal data

Should we ask you to provide certain information by which you can be identified when using this website then you can be assured that it will only be used in accordance with this privacy policy. We may change this notice from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

2. What data we collect

We do not automatically capture or store personal information from visitors to our website except to log the user’s IP address and session information such as the duration of the visit and the browser used.

At certain times you may be asked for information about yourself or others e.g. when filling in a form or survey or when making enquiries or referrals to our services. This information will only be used for the purpose stated in each case. We will not distribute personal information collected in this way to any 3rd party unless stated. We may collect the following information you provide:

- name
- contact information including email address
- demographic information such as postcode, preferences and interests
- information submitted in respect of job applications or enquiries
- information submitted in respect of potential referrals to our services
- other information relevant to patient, staff and public surveys

Any information you submit to us will be treated as confidential.

You are legally responsible for the content of any material you submit to us.

We can offer no guarantee or assurance as to the security of the systems we use to enable people to submit information via our website nor do we offer any assurance as to the security of any third party website.

3. How and why we use data collected

3.1 Process enquiries about or referrals to our services.

We may receive confidential information about potential users of our services from funding authorities, NHS Commissioners and others. We require this information in order to understand your needs and how we can best meet your needs and those of potential service users.

3.2 Process job applications

We use information submitted by job applicants for the purpose of progressing applications or to fulfil legal or regulatory requirements as necessary. This may include name, contact details, employment history, details of any convictions, contact details of referees etc.

3.3 Contact and interact with you

We may contact you about our services for example by phone, email or post or by responding to comments that you have submitted to our website or via social media posts that you have directed at us. This enables us to serve you better by providing clarification or assistance in response to your communications.

We may also invite you to take part in customer surveys or questionnaires in order to help improve our services. However, if we contact you about this, you do not have to take part in the activities. If you tell us that you do not wish us to contact you for this purpose then we will respect this choice.

3.4 Manage and improve our day-to-day operations

We use cookies and similar technologies on our website to improve your experience. Some cookies are necessary so you should not disable these if you want to be able to use all the features of our website. You can disable other cookies but this may affect your experience. For more information about cookies and how you can disable them, see the [cookies and similar technologies](#) section below.

We also use data collected to carry out internal research and development, to improve our information technology systems (including their security) and to improve our services.

4. Who we may share personal data with

We work with a number of NHS and 3rd party healthcare commissioners and service providers to provide the best possible health care to our service users. When we share personal data with these companies, we require them to keep it safe and not to use it for purposes other than that for which it was provided.



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We work with carefully selected service providers that carry out certain functions on our behalf. These include, for example, companies that help us with technology services or the management of our business.

We will only share personal data where at least one of the following conditions are met:

- where this is necessary for the performance of a contract
- to comply with a legal obligation
- to protect the vital interests of an individual
- for the purpose of legitimate interests pursued by us or by a third party
- with the consent of the individual who is the subject of the personal data
- for the provision of health or social care treatment or the management of health and social care systems
- where this is necessary for carrying out obligations under employment, social security or social protection laws

5. How we protect personal data

We know how important it is to protect and manage individuals' personal data. We only authorise access to personal data to employees who need it to carry out their job responsibilities. This website has security measures in place to help protect the loss and alteration of information under our control. We use computer safeguards such as firewalls and data encryption and control access to our buildings and files to keep personal data safe. We protect the security of personal data while it is being transmitted by encrypting it using Secure Socket Layer (SSL) technology.

Whilst we take appropriate technical and organisational measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer over the internet to us.

6. Links to other websites

Our website may contain links to other websites operated by other organisations that have their own privacy policies. Please make sure you read the terms and conditions and privacy policy of these other organisations carefully before providing any personal data on a website as we do not accept any responsibility or liability for other websites.

7. How we use cookies

We use cookies and similar technologies to personalise and improve your experience of using our website. This section provides more information about cookies and how you can exercise your choice about our use of cookies.

A cookie is a small data file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added. Cookies help us to provide important features and functionality on our website and



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How these are being used, for example by telling us if you get an error message as you browse. These cookies collect data that is aggregated and is anonymous.

Cookies also allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

You can choose to accept or reject cookies and to delete existing cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to disable them if you prefer. If you choose to disable some or all cookies, you may not be able to make full use of our website.

8. Your rights

Under the General Data Protection Act you have the right to see the personal data we hold about you. This is called a Subject Access Request. There are also additional legally enforceable rights you have regarding your personal information that you have provided to us. These include:

- The right to be informed
- The right of access (using a Subject Access Request)
- The right of rectification
- The right of erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

9. How to contact us

If you have any questions about how we collect, store and use personal data or if you would like a copy of the personal data we hold about you, please write to:

Data Protection Officer
Young Foundations Ltd
Alexander House
Highfield Park
Llangwyfan
Denbighshire
LL16 4LU



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You can also email us at: info@youngfoundations.com

10. Complaints about the use of personal data

Mental Health Care (UK) Limited tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. If you want to make a complaint or raise a concern about the way we have processed your personal information, please contact us in the first instance using the contact details above. You can also contact the Information Commissioner's Office in their capacity as the statutory body which oversees data protection law.

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

Email: accessicoinformation@ico.org.uk

Website: ico.org.uk/concerns