

Privacy Policy

Please read this Privacy Policy in conjunction with our website's Cookie Policy

Effective Date: 7th August 2025

This Privacy Policy outlines how Mental Health Northants Collaboration (MHNC) collects, uses, stores and protects your personal information. We are committed to safeguarding your privacy and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We encourage you to read this policy carefully to understand how we handle your personal data.

Who We Are

Mental Health Northants Collaboration (MHNC) is a registered charity overseen by a board of trustees and supported by a leadership team of independent contractors. MHNC bring together charities across Northamptonshire who provide services to improve mental health and wellbeing; these organisations are our members.

Our work focuses on strengthening mental health support in the region by facilitating collaboration, improving communication, sharing resources, and promoting joint working across the sector.

If you have any questions about this policy or how we process your data, you can contact us at:

Email: admin@mhnc.uk

Website: <https://mhnc.uk/>

Registered address: C/O Teamwork Trust, 1 Stanier Close, Kettering, NN16 9XW

Registered charity number: 1160931

Contacting Us

If you have any questions about data protection or would like to update the information we hold about you, request or opt out of receiving marketing communications from MHNC, or change the way we process your information, you can contact us via the contact details above.

What We Collect

We may collect the following personal data when you interact with us:

- Name
- Email address
- Phone number (if provided)
- Any other information you provide when contacting us or submitting a form on the website

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been anonymised.

We collect this data directly from you when you interact with us, for example sending or receiving an email, visiting our website or social media channels, applying for a role, or signing up to an event or newsletter.

Our website may also collect basic usage data to help us understand how it is being accessed and used. This may include general analytics or demographic data but does not personally identify you.

We may log your IP address in order to protect our servers against abuse and malicious activity. Other information is used to measure the performance of our website, traffic, and the type of user our website attracts.

When you access our website, some cookies are saved to your computer. Cookies can be disabled, but please note that some parts of the website may not function properly. For more information about the cookies we use, please see our Cookie Policy.

We will not collect any data that can personally identify anyone who uses the services of our member organisations.

How We Use Your Information

We use your personal information for the following purposes:

- To respond to your enquiries
- To deliver services or information you have requested
- To maintain internal records
- To monitor and improve our services and website functionality

We may also send you occasional updates, event invitations, or newsletters but only if you have given us explicit consent to do so (e.g., by signing up to our mailing list). You can withdraw your consent or unsubscribe at any time by following the instructions in our emails or by contacting us directly.

We will **never sell, lease, or share** your personal information with third parties for marketing purposes.

We report data to our funders and commissioners about the services we deliver. This data is always aggregated, and we will never share your personal information for this purpose.

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by contacting us.

Legal Basis for Processing

Under the UK General Data Protection Regulation (UK GDPR), we rely on one or more of the following lawful bases to process your personal data:

- **Consent** – where you have given clear permission for us to process your data for a specific purpose (e.g. subscribing to our mailing list)
- **Legal obligation** – where we are required to comply with legal or regulatory requirements
- **Legitimate interests** – where the processing is necessary for our charitable aims and does not override your individual rights and freedoms

Data Security

We are committed to keeping your personal data safe. We take appropriate technical and organisational measures to protect it from unauthorised access, loss, misuse, or disclosure. Access to your personal information is limited to individuals who need it to carry out their role. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Your Rights

Under the UK GDPR, you have the following rights regarding your personal data:

- **The right to access** – you can request a copy of the personal data we hold about you
- **The right to rectification** – you can ask us to correct or complete inaccurate or incomplete data

- **The right to erasure** – you can ask us to delete your data, where applicable
- **The right to restrict processing** – you can request that we limit how we use your data
- **The right to data portability** – you can request a copy of your data in a format that allows you to transfer it to another service
- **The right to object** – you can object to certain types of processing, such as direct marketing
- **The right to withdraw consent** – where we rely on consent, you can withdraw it at any time
- **The right to complain** – you have the right to lodge a complaint with the Information Commissioner's Office (ICO)

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

To exercise any of your rights, please contact us at admin@mhnc.uk

You can also find more information or raise a concern via the Information Commissioner's Office: <https://www.ico.org.uk>