

Privacy Notice For Service Users

Address: Saint Nicholas Place, 81 The Green, Kings Norton, Birmingham. B38 8RU

Tel: 0121 820 0313

Email: info@innovatingmindscic.com

Website: <https://www.innovatingmindscic.com/>

ICO Registration: ZA234740

Company Registration: 09998435

This policy was endorsed on 29th January 2024.

This policy will be reviewed no later than 29th January 2026.

Introduction

Innovating Minds takes data protection seriously. Our website and our team will require some personal data at that time so that we can provide our service user with the information that they need. Throughout the process we will require consent directly from all requiring our services, directly or/and indirectly.

Personal data processing shall always be in line with the UK General Data Protection Regulation (UK GDPR), and in accordance with the UK specific legislation applicable to company law and Public Health Authorities.

This Privacy Notice is to inform the public why we collect and process data and data subjects' rights relating to the collection and processing of personal data.

What types of information we have?

Innovating Minds delivers training and clinical support to education, health, social care and community settings to provide access to early help. Our services are made available to any contacts within the education, health, social care, and community organisations.

Therefore, we will require the following.

- Name
- Address
- Telephone / Mobile
- Email address
- Overall details as to what service they require.

This information will allow us to start the process, as we would have to identified which service is required. We will always aim to provide excellent service regardless of whether you are a new service user or an existing service user.

Once we have confirmed as to what service is require then further information will be needed, this can consist of the following:

- Date of birth / Age
- Gender
- Ethnicity
- Home address
- School address
- Health matters

- Next of kin details
- Consent forms
- Attendance Records
- Notes from meeting
- Any other clinical and educational information

All the information will allow us to carry out a specific service efficiently. Should any of the information be missing for whatever reason then this may hinder the outcome of the service.

How we get the information and why do we have it

Innovating Minds is an established organisation therefore the information is received through several avenues because the promotion of our products on the following:

- Social media platforms – Twitter, Facebook, LinkedIn, Tiktok, Threads, Instagram and YouTube
- Online Web chat
- Webinars
- Website
- Newsletters
- Editorials
- Feedback Forms
- Conferences

We have our professional agent(s) who provide us with authorised information via email, telephone, or online portal system.

- Medical professionals
- Schools
- Referral Platform
- Other teams of experts
- School Teachers and Head Teachers
- Recommendations

We create a public awareness so that individuals and other organisations can find us. We are contactable via telephone, email, text messaging service and in person.

Once a service user/ individual has engaged with us, we will require the information directly from the service user/ individual which allows us to arrange for your consultation with one of our team of experts.

Our Lawful Basis

We have a 'duty of care' to all service users that have given us permission to provide specific support at their request.

Our legitimate interest is based on our service user need for our support which we are accountable for, due to our compliance agents providing us with the key documentation or entered on our portal system. We have a duty to complete the document fully and to store your information securely.

Your information will only be shared if:

- You provide us with written permission.
- Your doctor requests a copy.
- It is for legal reasons.

- It is for safeguarding reasons.
- You would like to know what information we have regarding you're the service you have received.
- Our industry regulators have requested to review service user file regarding a specific query.

We would deem that the information is a legal requirement as clinical support affects your health and wellbeing. Your health and wellbeing are important to us so the information will allow us to deliver the right support safely and within the healthcare guidelines.

What do we do with the information?

The information that we have from you once we have provided our service(s) we may:

- Ask you to complete feedback form.
- Inform you of any additional services.
- Keep you informed if there has been an advancement in the way we provide our support.
- Use it to respond to questions / queries.
- Used for engagement sessions.
- Share with other qualified clinical staff.
- Process your new or current request(s).
- Inform of you of any delays/ changes.
- Arrange location (from your home or alternative address).
- Provide invoice / receipt.
- Share information with other internal Health Professionals.
- Share with HMRC or any other regulatory organisation(s)

As part of our daily duties, we use specific cloud based platforms to monitor staff and services users progress. The information stored will allow us to provide you with correct service and to ensure that you have been supported accordingly.

Sharing your information with third parties would consist of the following:

- Doctor - specialist
- Nurses
- Next of kin
- Safeguarding Consultants
- Accountants
- Other qualified clinicians
- Stripe Visa Payment Services - <https://stripe.com/gb/privacy>
- Debt Recovery / Agencies
- Legal Professionals
- Law Enforcement Officers
- Social media authorities
- Internal contractor(s)
- Web contractor
- External marketing companies or marketing platform(s)
- Any other medical authorities

Cookies

The website uses cookies to monitor and track the performance of what clients are looking for. The cookies do not collect client information, but it does track the pages being viewed and whether you repeatedly visit the same page. Also, it can be identified as to whether the website is user friendly and highlight where we can improve overall or the specific web page. However, we do give you the opportunity to decline or accept whether we can monitor the performance of our website.

How we store your information

Innovating Mind's service users and suppliers' information will be stored within cloud-based CRM systems which is password protected which is accessed by the Management team.

Innovating Minds have the appropriate security measures to prevent personal information from being accidentally lost, used, or accessed unlawfully.

We store service user's information on a server that is highly secure however, we do have several paper documents which we store in a lockable cabinet. The property is alarmed so access is restricted as required by Business Insurance purposes. The building management have CCTV system that monitors the number of people entering and/or leaving the building which we do not have any control over. The Landlord is fully responsible for the CCTV so therefore we have no access to the system.

We would keep your information for as long as the Regulators require us to do so especially if the information is required for legal purposes or for any other investigations.

Service users' information will be stored for as long as you continue to use our services, should the service user no longer require our services then it will be deleted within 7 years. HMRC will require us to keep the financial information for that period on the condition the information has not been used in court / or as part of any investigations. However, some of your information may be deleted either as part of our Deletion Process or at your request at any time for whatever reason.

Our deletion process will allow us to delete certain information if we decide that it not relevant to our service(s). However, we cautious about deleting any information that is subject to any investigations in the future. As part of best practice, Innovating Minds are completing the data disposal schedule.

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 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 information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the 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, however for any duplications you may incur a charge. If you make a request, we have one month to respond to you.

How to complain

Saint Nicholas Place, 81 The Green, Kings Norton, Birmingham. B38 8RU

Tel: 0121 820 0313

Email: info@innovatingmindscic.com

Contact: FAO: Dr Asha Patel

NB: We would ask that you contact us first so we can address the issue or concerns and resolve it swiftly.

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

Innovating Minds may change this policy from time to time. This may be necessary, if the law changes, or if we change our business in a way that affects your personal information.