



Supporting bereaved children

POLICY DOCUMENT **PRIVACY**

This Policy has been adopted by Mosaic–Supporting Bereaved Children (Mosaic) through the Board of Trustees who remain responsible for its review.

Reviewing Trustee: Rollo Clifford

Agreed by Board of Trustees on:

Agreed Review Frequency: 3 yearly

Next Review by: August 2026

Signed:

Name:

CHAIR / VICE CHAIR TRUSTEES

Signed:

Name:

HEAD OF OPERATIONS

Electronic copy: Confirm signed hard copy submitted for file – Yes / No

Introduction

Mosaic's Privacy Policy covers the way in which we use and disclose personal information which service users, employees, volunteers, and donors may give us. This policy sets out how Mosaic collects, uses and stores any personally identifiable information; that is any information which when used alone or with other relevant data could identify an individual.

Mosaic, further, aims that supporters, volunteers, employees and, most importantly, service users feel confident and comfortable with the way we share, look after, or use any personal information.

How Information is Collected and Stored

Mosaic receives and stores personal information provided by service users, employees, self-employed counsellors, volunteers, donors, and supporters. This may be supplied to us in writing, via email, via the telephone or through our website when applying, enquiring, or registering for support, training courses, employment, volunteer opportunities or when donating to or fundraising for the Charity.

We may also receive personal information from third parties, for example, a School, Local Authority, or other third-party organisation who may refer a child or family to the Mosaic.

Our Commitment to Data Security

Mosaic will use all reasonable endeavours to ensure that confidential and personal information is requested and collected in a secure and confidential environment. To prevent unauthorised access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect. These are detailed in a Data Protection and Information Security Policy available on request from Mosaic. Once information is no longer needed it will be destroyed or permanently rendered anonymous.

How We Use Information

We may use personal information in any of the following ways:

- To provide the support and services requested for that person / family.
- To fulfil individual employment contracts with our employees or agreements with volunteers and self-employed counsellors, for example in case allocation.
- Personal contact information such as postal address, email address and telephone/mobile phone number may be used for more general purposes: for example, to provide information relating to the work of the charity. new developments or for evaluating satisfaction with a service.
- Contact details may be used for verification of identity.
- Personal information may be used for internal administration, analyses and operational/service reviews. When used for such purposes, it will be anonymised as far as is possible for this purpose.
- We will only publish personal details and images electronically or in printed publicity materials, where explicit written permission has been given for that medium. This might include:

- Stories on our website
- Social Media links, for example, Facebook, Twitter, and Instagram
- Written reports, such as Service Evaluations
- Newsletters or leaflets
- Posters, banners or flyers
- Articles in the press
- Other fund-raising presentations or activities

Disclosure of Information

Mosaic will share personal information, as necessary, with our service providers, agents or other relevant third parties so that we can provide appropriate services and support to young people, children and their families who have been referred to the charity.

Personal information may be shared in order to process donations, for instance via gift aid, or to carry out any other obligations arising from any contract or agreement entered into between between that person / persons and the Charity.

Mosaic may also disclose personal information to other employees and/or volunteers including the Charity Trustees where this is necessary for the purposes of the charity. All employees and volunteers are, in these circumstances, bound by Mosaic's confidentiality policy (available on application to Mosaic office, info@mosaicfamilysupport.org). Mosaic does not permit these parties to use such information for any other purpose than to perform the services which we have instructed them to provide.

We may also need to disclose information if required to do so by law including under legislation relating to safeguarding of children and vulnerable people –the Mosaic Safeguarding Policy can be found on the Mosaic website [Home \(mosaicfamilysupport.org\)](http://mosaicfamilysupport.org)

How we deal with Sensitive Personal Information

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, sexual orientation, or religious beliefs.

We will only use this information for the purposes of dealing with your enquiry, and quality monitoring or evaluating the services we provide. We will not pass on your details to anyone else without your express permission except where there are safeguarding concerns or where required to by law. Examples of these might include anyone reporting serious self-harm or posing a threat to others or children contacting us and sharing serious issues such as physical abuse or exploitation. The Mosaic Safeguarding Policy can be found on the Mosaic website [Home \(mosaicfamilysupport.org\)](http://mosaicfamilysupport.org)

Your Consent

By providing us with your personal data, including sensitive personal data such as information on your health, you consent to the collection and use of any information you provide in accordance with the above purposes and this privacy statement. Where we offer you services either directly or through a third-party supplier, we will ask you for permission to use and/or share your information before we proceed.

Children's personal information

We are committed to protecting the privacy of young people who are supported by Mosaic. We will seek the consent from a parent, guardian, or carer before collecting information about young people under 16. We will also seek the consent of the young person where they have the maturity to do so (Gillick competence).

Controlling Your Personal Information

We only use your personal information for direct marketing purposes if we have your consent. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or e-mailing:

The Data Protection Officer, Mosaic, 3 Barnes Croft, Coles Lane, Milborne St Andrew, Blandford Forum, Dorset, DT11 0LG or by emailing us at info@mosaicfamilysupport.org.

You may request details of personal information which we hold about you under the Data Protection Act 2018. If you would like a copy of the information we hold, please write to The Data Protection Officer as above.

We keep your personal information only for as long as required to operate the service in accordance with legal requirements and tax and accounting rules. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

Changes to the information we hold

You can help us keep our records up to date by telling us when your contact details and other personal information changes. You can also change your mind at any time about how we contact you or ask us to stop contacting you altogether. Where you have provided your consent for our use of your personal information, you always have a right to withdraw your consent at any time.

Please contact us as above and we will make the changes for you.

Under the Data Protection Act 2018 you have a right to request a copy of the personal information we hold about you and to have any inaccuracies corrected. You also have the right to request us to erase your personal information, request us to restrict our processing of your personal information or to object to our processing of your personal information.

Should you wish to exercise these rights we require you to prove your identity with two pieces of approved identification. Please address requests to The Data Protection Officer, Mosaic, 3 Barnes Croft, Coles Lane, Milborne St Andrew, Blandford Forum, Dorset, DT11 0LG

We will respond within 40 days of receipt of your written request and confirmed ID. Please provide as much information as possible about the nature of your contact with us to help us locate your records. We reserve the right to charge a fee of £10 for this process.

If you support us

Our legal basis for contacting you and using your personal information

When you sign up to a newsletter, you are giving us your consent to send you marketing and fundraising materials by the methods you have chosen.

If you have provided Mosaic with your postal or telephone contact details (for example, when making a donation by post), we will aim to seek your consent to, or the ability to opt out from, receiving marketing and fundraising information.

In all cases, we balance our legitimate interests against your rights as an individual and make sure we only use personal information in a way or for a purpose that you would reasonably expect in accordance with this Policy and that does not intrude on your privacy or previously expressed marketing preferences.

If certain levels of donation are made, the Fundraising Regulator's Code of Fundraising Practice requires us, and all charities in the UK, to perform checks. More details can be found at www.fundraisingregulator.org.uk.

You can opt out of our marketing and fundraising communications at any time and you can opt out of your data being used for profiling and wealth screening techniques by contacting info@mosaicfamilysupport.org.

Your debit and credit card information

If you use your credit or debit card to donate to us or buy something online or over the phone, we will ensure that this is done securely and in accordance with the Payment Card Industry Data Security Standard.

You can find our more information about PCI DSS by following the link below:

https://www.pcisecuritystandards.org/security_standards/index.php.

All payments we receive are currently processed by secure third party websites, such as:

<https://justgiving.com>

<https://localgiving.org>

<https://uk.virginmoneygiving.com>

<https://www.easyfundraising.org.uk>

In each case we do not receive your credit or debit card details at all, following the completion of your transaction. Please review the Privacy Policy of each provider should you wish to know how they manage your personal information.