



*Supporting bereaved children*

## **PRIVACY POLICY**

Mosaic's Privacy Policy covers the way in which we use and disclose personal information that service users, employees, volunteers, and donors may provide us with. Mosaic is a registered charity No. 1158138.

At Mosaic, we recognise that your privacy is important, so we want you to feel confident and comfortable with the way we share, look after, or use any personal information, whether you support us, or we support you.

This Privacy Policy sets out how we collect, use, and store any information that identifies or could identify you.

### **How We Collect Information**

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 information about you from third parties, for example, a school, Local Authority or other third party organisation who refers you to the Charity for support.

### **How We Use Information**

We may use the information we collect from you in any of the following ways:

We principally collect personal information so that we can provide you with the services or information you have requested or to fulfil individual employment contracts with our employees or agreements with volunteers and self-employed counsellors to further our charitable aims, including fundraising activities.

We may also use personal information such as your address, email address and telephone/mobile phone number to communicate with you, for example to provide information relating to our work or new developments or for service user satisfaction evaluation.

Contact details will be used for security reasons so that we can verify your identity.

We may also use your personal information for internal administration, analyses, and operational/service reviews.

If you have given us explicit permission to publish your details and images electronically or in printed publicity materials, we may use these in the following ways:

Stories on our website

Social Media links, for example, Facebook, Twitter, and Instagram

Written reports, such as Service Evaluations

Newsletters

Posters

Banners

Articles in the press

Leaflets

Flyers

## 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 the services you have asked for or to process your donations or to carry out any other obligations arising from any contract or agreement entered into between you and the Charity.

Mosaic may also disclose personal information to other employees and/or volunteers including the Charity Trustees.

Mosaic does not permit these parties to use such information for any other purpose than to perform the services they have been instructed to provide by us.

We may also need to disclose your information if required to do so by law.

## 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.

## Storage and Security of Personal Information

Mosaic will use all reasonable endeavours to ensure that you provide personal information in a secure and confidential environment and when the information is no longer needed it will be destroyed or permanently rendered anonymous.

## Controlling Your Personal Information

We only use your personal information for direct marketing purposes if we are allowed to do this by law or 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](mailto: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

## If we support you

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 in exceptional circumstances. Examples of this 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.

Our Safeguarding Policy is available on our website [www.mosaicfamilysupport.org](http://www.mosaicfamilysupport.org)

## Children's personal information

We are committed to protecting the privacy of young people who are supported by Mosaic.

Our activities may require specific information about the age of participants. Where appropriate we will seek the consent from a parent, guardian, or carer before collecting information about young people under 16.

## 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 us with your postal or telephone contact details, but haven't specifically opted-in to receive our communications (for example, making a donation by post), then we will carry out an assessment of whether it would be fair and reasonable to use them to send marketing and fundraising information to you without your explicit consent (i.e. it is in the interests of our aims as a charity and will not cause undue prejudice to you). This is called a "legitimate interests assessment".

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](http://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](mailto: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](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.

## 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](#) 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.

## Our Commitment to Data Security

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.