



PRIVACY NOTICE

Your Data

YANA are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed and managed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 2018 and the UK GDPR, the data controller is YANA, Royal Norfolk Showground, Dereham Road, New Costessey, Norwich, NR5 0TT.

Information we may collect from you

We currently collect and process the following information:

- Contact details
- Personal information about your circumstances (if you are accessing our services, this could be things such as your place of work, your networks, how you will use any training received, references)

How we get the information and why we have it

The personal information we process is provided to us directly by you for one of the following reasons:

- To access the services we provide
- To receive information about our services such as our newsletter
- To volunteer for YANA

Under the UK General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) We have a legitimate interest to process your data in order for you to access our services and be kept up to date with related information.

(a) Your consent to receive our general newsletter. You are able to remove your consent at any time. You can do this by contacting us using the details below or in the unsubscribe link in the email footer.

What we do with the information we have

We use the information that you have given us in order to provide you with the services you have requested from us; to respond to an enquiry you have made; or to send you updates about our services.

How we store your information

Your information is securely stored in the UK.

We hold your data for different periods of time depending upon the service you have accessed. You can request this information by contacting us on the email below.

Who YANA shares your personal data with

YANA does not share your information with anyone else for marketing purposes. In some instances depending on which service you are accessing we may share your data with third parties. This applies when:

- attending a Mental Health First Aid course, we share your name, email, phone number with Mental Health First Aid England in order to register you onto the course.
- receiving counselling, we share your name and contact details with the counsellor so they can arrange the counselling directly with you.

Payment Details

YANA does not store any personal banking details. Any payment transactions are carried out by reputable 3rd parties (Just Giving) and only they will hold your details.

We use information collected in Just Giving in the following ways:

- To confirm receipt of the donation made and thank you for it.
- To send out updates or information on YANA, if you have consented to this.

Website

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

Through google analytics we may collect information about your computer, including where available your IP address, operating system and browser type. This is statistical data about our users' browsing actions and patterns, and does not identify any individual and helps us ascertain areas of need for our service.

Our site may, from time to time, contain links to and from other websites, if you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

What happens if you do not provide the data

YANA cannot provide the services you may have requested from us, or accept your offer to volunteer, if you do not provide the information requested.

Use of automated decision-making or profiling

The information you provide is not used for:

- automated decision making (making a decision by automated means without any human involvement)
- profiling (automated processing of personal data to evaluate certain things about an individual)

Transfer of data outside the European Economic Area (EEA)

YANA will not transfer your data outside the EEA.

Your 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.
- You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking the appropriate boxes on the forms we use to collect your data or by notifying us in writing.
- **Your right to object to processing** - You have 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. If you make a request, we have one month to respond to you.

Please contact us using the details below if you wish to make a request.

Complaints

In the first instance please contact us directly by email at admin@yanahelp.org. If you are not satisfied with our response, or how we have used your data, you can make a complaint to the ICO. The ICO can be contacted on 0303 123 1113.

Guarantee

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Changes to Our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to admin@yanahelp.org.