

# PRIVACY POLICY

## Privacy statement

The Anna Freud National Centre for Children and Families (AFNCCF), a registered mental health charity, is the Data Controller for this website and this notice informs you how we may use any personal data we collect about you when using this website.

If you have any questions about the content of this notice you can contact us at:

Anna Freud National Centre for Children and Families

12 Maresfield Gardens  
London NW3 5SU  
[info@annafreud.org](mailto:info@annafreud.org)  
020 7794 2313

Our data protection officer

Susan Henry  
[Susan.henry@annafreud.org](mailto:Susan.henry@annafreud.org)  
020 7794 2313

## 1. Your personal information

Preserving your privacy is important to us and we are committed to letting you know how we use your personal information. The AFNCCF will only collect, process and store your personal information in accordance with data protection laws.

## 2. Your rights regarding your personal data

AFNCCF adheres at all times to the GDPR, which provides the following rights for individuals:

- The right to be informed
- The right of access

- The right to rectification
- The right to erase
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

This statement outlines our policies for ensuring these rights are met and maintained. If you have any concerns or questions relating to your rights regarding personal data, please contact our **data protection officer** using the details above.



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### 3. Information collected through registration

Users can register with the Website via an online form. We will retain your details securely in order to notify you of updates and news regarding [www.mentallyhealthyschools.org.uk](http://www.mentallyhealthyschools.org.uk), until such time as you unsubscribe from our mailing list, after which point your record will be updated and your data will be removed within four weeks. We do not sell, rent, loan, trade or lease email addresses to any third party. Your data will be used to communicate with you about the [www.mentallyhealthyschools.org.uk](http://www.mentallyhealthyschools.org.uk) website and how you can support it.

If, in the future, the management of [www.mentallyhealthyschools.org.uk](http://www.mentallyhealthyschools.org.uk) is transferred to another organisation, you will be informed of this with the option to unsubscribe. Your data will only be transferred to be used for the purposes of communications about the website.

You are not required to provide your personal data to use this website, but if you want to be kept informed about activity please provide your email address.

### 4. How we will use your information

We are collecting your personal data to enable us to communicate with you about the [www.mentallyhealthyschools.org.uk](http://www.mentallyhealthyschools.org.uk) website and for us to evaluate how the website is being used.

Our legal basis, under the GDPR/DPA 2018, for this data collection and processing is

6(1)(a) – Consent of the data subject

6(1)(f) – Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

It is in the legitimate interest of AFNCCF to collect and process data about you and your usage of the website to carry out evaluation, ensure that the information and resources provided are useful, and to identify areas for improvement.

Data used for evaluation purposes may be shared with other partner organisations in the **Heads Together campaign**, but will be anonymised to ensure no individual users can be identified and will be limited to high level statistics (e.g. number of users in a given location/at a particular time).

If you have concerns about the processing of your data or wish to restrict processing, please **contact AFNCCF**. Your data will not be subject to automated decision making or profiling.

### 5. Requests for mental health related support and information

We are unable to provide individual mental health and wellbeing support or referrals via this website. Please do not send us your personal details and/or sensitive data about yourself or your mental health. If you require immediate or urgent support, please view the options on our **Contact us** page.

### 6. Keeping your information secure

To prevent unauthorised access or disclosure, to maintain data accuracy, and to ensure the appropriate use of the information, the AFNCCF will take all reasonable and appropriate procedures to safeguard the information we collect and process. In particular, when transferring confidential or sensitive information we will protect it appropriately.

### 7. Data retention

The AFNCCF will retain your data only as required or permitted under data protection law and while it has a legitimate purpose for doing so. Data will be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.

### 8. Contacting the Anna Freud National Centre for Children and Families

If you contact us (by any method) about the website or to ask questions regarding the AFNCCF, we may keep a record of that correspondence and use your contact details to reply to you. Communications relating to the website may be sent to you from us by email. Please note, email is not a fully secure means of communication. Whilst we try to keep our systems and communications protected against viruses and other harmful effects we cannot guarantee this.

### 9. User-generated content

You must be the owner of all rights, including copyright, for all content that you submit to the site. Any content that you submit to the website that infringes copyright will be removed if reported by the rights holder.

If you are the copyright holder and want to report use of your copyrighted material please contact us on [mhs@annafreud.org](mailto:mhs@annafreud.org).

Any content submitted may be used by the AFNCCF for promotional purposes related to this website.

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## 10. Cookies Policy

### What are cookies?

A “cookie” is a small text file that is placed on a website user’s device/computer hard drive by a website. There are several types of cookie.

### The cookies we use

The cookies we use on the Website are:

- Google Analytics (\_ga)

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Google Analytics are used widely by websites to collect information about how website visitors use a site. We will use Google Analytics cookies to collect information about how users use the website and to improve the website. Google Analytics collect information in an anonymous form and will not allow us to identify you or collect any personal information about you. Google Analytics does not track your internet activity after leaving the website.

- ASP.NET\_SessionId

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This tracks the your current browser session.

- ASPXAUTH

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This is a secure authentication cookie which tells the server information about the current logged in user. (It is created/deleted when you log in/out).

- seen\_cookie\_message

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Saves a message to let us know that you’ve seen our cookie message.

- SavedResources

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Identifies the resources you have saved.

- resource\_feedback

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Monitors which resources you have provided feedback for. Will only ask you to provide feedback for each resource once every 90 days.

### Website cookie acceptance

We will use a cookie to record if users have accepted the use of cookies on this Website.

This cookie will be stored on your device/computer if you have consented to our use of cookies by indicating your consent to the pop-up message on the Website.

### Internet browsers

Internet browsers normally accept cookies by default. However, it is possible to set an internet browser to reject cookies.

By clicking the message about cookies when you visit the Website indicating your consent you are consenting to our use of cookies unless you set your internet browser to reject cookies.

If you do not accept our use of cookies as set out in this policy, please set your internet browser to reject cookies.

## 11. Linked sites

We make no representations about any other websites. When you access any other website through a link on this website you understand that it is independent from us and that we have no control over that website or the way your personal information is collected through those websites. Those websites may have their own privacy policies and we encourage you to look at those policies or contact the website operators directly to understand how your personal information is used.

## 12. Subject access requests

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email us on [info@annafreud.org](mailto:info@annafreud.org) or write to us at the address at the top of this page. We may make a small charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

The request should include address details and provide documented evidence of who you are (e.g. a copy of your driving licence, passport, birth certificate).

You should also provide as much detail as possible regarding the information you wish to access (e.g. specific details of information required, relevant time periods, etc.). If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

Where multiple requests for the same data are made within a certain specified time period under the Data Protection Act 1998, the AFNCCF need only respond to the initial request. If you wish to make another request at a later time and/or new or different information is requested, the AFNCCF will ascertain at that time whether a new subject access request has been made and by when a response is required. In accordance with the Data Protection Act 1998 the AFNCCF will charge a £10 fee for administering this request. You can make this payment by sending a cheque made out to AFNCCF at the address above.

Once AFNCCF receives a completed subject access request, we will make best endeavours to compile and provide all relevant, proportionate and non-exempt information and any necessary explanations about the data within one month, in accordance with the Data Protection Act 1998. In any event, you will receive all the information that has been located and can be released in accordance with the law, along with an explanation for any information that cannot be provided at that time.

Subject access requests may be submitted in paper or electronic format, and may be responded to in kind.

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### 13. Rectifying or erasing data

You are entitled to have personal data rectified if it is inaccurate or incomplete, or to request the deletion or removal of personal data where there is no compelling reason for its continued processing. Please see the Information Commissioners Office **guide to right of erasure** for more information. If you wish to have your data rectified or erased, please **contact AFNCCF**.

### 14. Contacting us & how to make a complaint

If you have comments or questions about our privacy policy, any concerns or a complaint regarding our collection and use of your data or a possible breach of your privacy, please send them to [info@annafreud.org](mailto:info@annafreud.org) referencing the Mentally Healthy Schools website. Alternatively you can write to us at the address at the top of this page. We will generally contact you within 30 days after receipt of your complaint to address your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

### 15. Updating this privacy policy

We keep our privacy notice under regular review. This privacy notice was last updated on 02/01/2018.