

## Privacy Policy

### Who we are

The Mental Health and Well-Being training platform has been developed by The Cellar Trust to host and signpost to a wide range of training resources designed to support mental health and wellbeing. The resources have been developed in collaboration with a network of training providers from voluntary, community, and public sector organisations across the Bradford district. The platform provides access to a wide range of resources enabling both individuals and organisations to choose the ones that best support their wellbeing needs.

Your privacy is very important to us and we are committed to letting you know how we use your personal information and how we use your data responsibly. We will never give out or sell the information we have to a third party unless we have your consent or are required to by law in special circumstances.

References to “we”, “us” or “our” in this privacy policy are references to The Cellar Trust, a company limited by guarantee registered in England and Wales, registered company number: 2304802; and a charity registered in England and Wales, registered charity number: 701982. Please note this also includes the Mental Health and Well-Being training platform.

The Cellar Trust is a “data controller” for the purposes of the General Data Protection Regulation (GDPR) 2016. This means that we are responsible for, and control the processing of, your personal information.

For further information about our privacy practices, please contact:

The Cellar Trust  
Farfield Road  
ShIPLEY  
BD18 4QP  
Tel: 01274 586474  
Email: [mail@thecellartrust.org](mailto:mail@thecellartrust.org)

If you have concerns about how we are holding and processing your data you can also make a complaint to the Information Commissioner's Office by visiting: <https://ico.org.uk/>

### How we collect information about you

#### When you interact with us directly

This could be if you agree to receive a service from us, register on the Mental Health and Well-Being training platform, ask us about our activities, register with us for our newsletter, make a donation to us, purchase something from our cafe, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This could be contact in person, over the phone or by email.

### When you visit the Mental Health and Well-Being training platform

We gather general information which might include which pages you visit most often and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We also use "cookies" to help our site run effectively. There are more details below – see the section on 'Cookies'. We use this information to personalise the way our website is presented when you visit to make improvements and to ensure we provide the best service and experience for you.

Wherever possible we use anonymous information which does not identify individual visitors to our website.

### **Cookies**

The Mental Health and Well-Being training platform uses cookies. A cookie is a small file which asks permission to be placed on your computer's hard drive and it helps us to recognise and track users in order to provide them with a better online experience. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies mean that websites respond to you as an individual and can adapt to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to user's needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Cookies help us provide you with a better website because we can monitor which pages you find useful and which you do not. A cookie will never give us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you want to.

### **Links to other websites**

The Mental Health and Well-Being training platform may contain links to other websites. If you click on these links you will leave our site. Once you have used these links to leave our site, you should note that we do not have any control over external websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting these other sites and they are not governed by this privacy statement. You should exercise caution and look at the privacy statement on the website you are visiting.

### **Information we collect**

Depending on what service(s) you access and on the reasons of your interaction with us we may keep some or all of the following data about you:

- Your contact details (e.g. name, address, telephone number, email address);
- Information about your training history.

## Special Category Data

Some types of personal information are more sensitive and have been identified as 'Special Category Data' under the law. If you access our services it is likely you will provide details of a sensitive nature (e.g. about your mental health). The lawful basis for us holding this information is your **consent** and we are legally required to handle it with more protection. We also have to process this type of data so we can deliver the health related service you have requested from us.

## Why do we keep your personal data?

- To provide the services you have requested from us.
- To keep a record of your relationship with us and / or in order to fulfil our contractual and legal obligations.
- For the legitimate interest of establishing, exercising or defending legal claims.
- To send you details of other services, opportunities and events you may be interested in through our newsletter and other means (only with your consent).
- To evaluate and monitor our services to ensure we are providing an effective service.
- From time to time we may send you promotional emails about new products, special offers, fundraising drives or other information which we think you may find interesting using the email address which you have provided (you may unsubscribe at any time and you will find instructions on how to do so at the bottom of every newsletter or promotional email you receive).

## Legal basis for using your information

Under GDPR we must tell you what lawful basis we rely on for processing data. Some of the grounds for processing will overlap and there may be several grounds which justify our use of your personal information depending on what information it is. If you fail to provide certain information when requested, we may not be able to provide you with the service you have requested.

The lawful basis on which we collect most of your personal data is **consent** – we will always ask for your consent to process information about you.

We may also rely on **legitimate interests** for processing some of your data. This means the reason we are processing information is because there is a legitimate business interest for The Cellar Trust to do so to help us to achieve our aim of supporting people with mental health issues move forward in their recovery. We would also have a legitimate interest in processing your data for the purpose of establishing, exercising or defending legal claims. Whenever we process your personal information under the legitimate interest lawful basis, we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

Where we process special category data we always rely on explicit consent. This means that if we are asking you to give us information on your health, ethnic origin or other sensitive data then we will ask you to consent to us processing your data and we will tell you what we will be using it for. The only exception to this would be if your consent is not required by law or the information is required to protect your health in an emergency.

## **Sharing your Information**

Your information may be shared internally, including with staff members responsible for managing and administering projects, HR and health and safety.

We may have to share your data with other third parties, including third-party service providers, for example in connection with supporting our client management system and IT network (including remote support) and professional advisers where necessary, who may be party to confidential discussions related to an individual.

We require third parties to respect the security of your data and treat it in accordance with the law. We will share your information with third parties where required by law, where it is necessary to administer our relationship with you or where we have another legitimate interest. All our third party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

We do not currently use the services of any supplier outside the European Economic Area (EEA) so no personal information is transferred, processed and stored outside the EEA. You should be aware that, in general, legal protection for personal information in countries outside the EEA may not be equivalent to the level of protection provided in the EEA. If we do decide to use a supplier outside the EEA we will take steps to put in place suitable safeguards to protect your personal information.

## **Keeping your information safe**

The Cellar Trust takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, or subject to unauthorised access. Where necessary we use passwords, user permissions and encryption to protect data.

Where we engage third parties (external organisations) to process personal data on our behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data in accordance with GDPR and data protection legislation.

We have put in place procedures to deal with any suspected data security breach and will notify you of a suspected breach where we are legally required to do so.

For full details of our data protection practices you can see our Data Protection Policy which is available from our Data Protection Officer.

## How long we hold your information for

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements. Details of retention periods, archiving and destruction policies for different aspects of your personal information are available in our Data Protection Policy which is available from the person responsible for data protection (see above).

## Automated Decision Making

We do not envisage that any decisions will be taken about you using automated means, however, we will notify you in writing if this position changes.

## Your rights

Under the GDPR you have a number of rights with regard to your personal data. You have the right to:

- Access to your personal information: you have the right to request access to a copy of the personal information that we hold about you at any time free of charge.
- Right to object: you can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.
- Consent: if you have given us your consent to use personal information (for example, for marketing or information about other services), you can withdraw your consent at any time.
- Rectification: you can ask us to change or complete any inaccurate or incomplete personal information held about you.
- Erasure: you can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.
- Portability: you can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- Restriction: you can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
- No automated-decision making: automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us, or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out any automated decision-making.
- You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA 2018 with regard to your personal data.

If you wish to access the personal data we hold about you, please complete the Subject Access Form available to download on The Cellar Trust website via the Privacy Policy webpage: <https://www.thecellartrust.org/privacy/>.

You can view full details of your legal rights under GDPR legislation here: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

## **Acceptable Use Policy**

The main purpose of this policy is to provide a friendly, supportive and considerate environment where users can share comments, and to allow us to take action if anyone breaches these terms.

The training and forums are only for the use of registered users and it is a condition of registration that you provide your full name and a valid email address.

The Mental Health and Well-Being training platform is provided to support people when they face mental health problems, and to empower them to move forward. Registrations will only be accepted from organisations and users with this end in mind.

We reserve the right to terminate your registration if we learn that you have provided false or misleading registration information. Registrations without valid details will be automatically deleted.

If you register, this policy will govern your use of the Healthy Minds online platform. By completing the registration process, you are indicating your agreement to be bound by this policy.

The views expressed in the posts you will find in the discussion forums belong solely to their respective authors and do not necessarily reflect the views of The Cellar Trust, Healthy Minds and/or our funders.

Please remember that the open and real-time nature of the forums makes it impossible for us to vouch for the validity of any content posted. As such, we are not responsible for any messages posted or the consequences of following any advice offered within posts. It is solely your responsibility to evaluate the accuracy, completeness and usefulness of all opinions, advice, and other information provided. We reserve the right to edit any message posted in the discussion forum if we decide it is in breach of/conflicts with the main purpose of this policy.

By using the site, you agree to the following –

- You will not post any material that is knowingly false, misleading, inaccurate or cannot be substantiated.
- You will not post any material that is unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, libellous, or otherwise objectionable.
- You will not behave in an abusive manner, and will not harass, threaten, nor attack anyone. If you disagree with someone's posting or comment, don't attack that person – agree to disagree, respectfully.
- You will not post material that is clearly outside of the stated topic nor disrupt others' use of the site by, for example, deliberately posting repeated or irrelevant material or copies of identical material.
- You will not use the site in a manner that adversely affects the availability of its resources to other users.
- You will, if asked by a Healthy Minds or Cellar Trust representative, cease posting any content deemed to breach these terms by the site's moderators.
- You will not use the forum for commercial gain or to advertise your, or your organisations, services or products.

You should remember that you are legally responsible for what you write. By participating in a discussion you undertake to indemnify us against any liability arising from any obscene, defamatory, seditious, or other actionable statement published by you, or any breach of confidentiality, copyright or other intellectual property rights, and against all damages, losses, claims and costs (including without limitation fines and expenses arising out of or incurred in conducting or defending any proceedings) arising from any such actionable statements.

We reserve the right, at our sole discretion, to immediately, without notice, suspend or terminate your registration with, or ability to access, the Healthy Minds online platform upon any breach by you of the terms of use.

You are responsible for maintaining the confidentiality of your username and password. You shall be responsible for all uses of your registration, whether or not authorised by you. You agree to immediately notify us of any unauthorised use of your registration or password.

If you find any material published to the forums to be offensive or objectionable, please contact The Cellar Trust. If we determine that removal of material is necessary, we will make reasonable efforts to do so in a timely manner.

We may modify this policy at any time, and such modifications shall be effective immediately upon posting of the modified policy on the site. You agree to review this policy periodically to be aware of such modifications and your continued access or use of the site shall be deemed your conclusive acceptance of the modified policy.

If you do not agree to changes in this policy as they may occur, please arrange to terminate your registration by notifying The Cellar Trust of your unwillingness to accept the changes and by discontinuing your use of the Healthy Minds online platform.

## Terms and Conditions

The Mental Health and Well-Being training platform is owned and operated by The Cellar Trust. References to “we”, “us”, “you” or “our” in these Terms and Conditions are references to The Cellar Trust, a company limited by guarantee registered in England and Wales (registered company number: 2304802) and a charity registered in England and Wales (registered charity number: 701982).

### Disclaimer

The Cellar Trust endeavours to ensure the content of the Mental Health and Well-Being training platform is accurate and up to date but does not accept any liability for error or omission. The Cellar Trust accepts no liability for reliance upon any information contained on the website. All website users should take specialist legal advice on the specific facts of their individual cases.

### Copyright

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You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

### Use of the Mental Health and Well-Being training platform

The following acts are prohibited in respect of this website and any of the content featured on it:

- Any rental leasing or lending of any material obtained or derived from the website.
- Altering, transforming or building upon any content contained in this website.
- All copyrights and trade mark notices, marks, disclaimers and other such elements must be preserved and upheld at all times.

You cannot use the Mental Health and Well-Being training platform:

- for any unlawful purpose;
- to send spam;
- to harm, threaten, abuse or harass another person, or in a way that invades someone’s privacy or is (in our reasonable opinion) offensive or is unacceptable or damaging to us, our companies or our customers or suppliers;
- in a way that affects how it is run;
- in a way that imposes an unreasonable or disproportionately large burden on us or our suppliers’ communications and technical systems as determined by us; or
- using any automated means to monitor or copy the website or its content, or to interfere with or attempt to interfere with how the website works.

If you access or use any part of the Mental Health and Well-Being training platform you agree to these conditions. If you do not wish to agree to these conditions, do not access or use this website.

### **General**

If any part of these terms and conditions are not enforceable, this will not affect the enforceability of any other part.

These terms and conditions are governed by English Law and all disputes will be submitted to the nonexclusive jurisdiction of the English Courts.