

# **Survivor Researcher Network C.I.C. Privacy Policy**

Dated: August 2021

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## **Who are we?**

The Survivor Researcher Network is a recently formed Community Interest Company with members and directors. We aim to establish and sustain supportive networks of people with lived experience of mental distress who are interested in doing research, to undertake user-led research and to encourage and support mainstream research to be inclusive of high quality collaboration and involvement of people with lived experience of mental distress

This work involves contact with other voluntary organisations, research organisations, policy makers, survivor/service user researchers and others with lived experience interested in research, and other parties involved in the health and care sector.

## **Introduction**

We are committed to safeguarding the privacy of our members and website visitors; subscribers to our newsletters, attendees at our events and others whose data we hold. We want you to feel confident about how any personal information you share will be looked after or used. In general, our policy is to only collect data that is necessary for each activity and keep it only for as long as necessary.

In this policy, we explain the types of personal information we collect, how and why we collect it, how we use it, and how we keep it secure. The policy attempts to cover all the activities that we are engaged in, and the data collected for each of those activities.

## **Why we collect personal information**

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

- to receive our newsletter
- To register to attend one of our events (online or face-to-face)
- To take part in our activities
- To use our website
- To feature an item e.g. blog in our newsletter and/or on our website
- To complete a survey
- To become a Survivor Researcher Network C.I.C. member
- To apply for a paid or unpaid role with us
- To communicate with us

- To make or receive a payment or donation.

We may use the information that you have given us to:

- Send you communications, mainly:
  - Our newsletter containing research information and news of SRN activities
  - For C.I.C. members, notices of meetings and other communications
  - surveys and other requests for feedback.
- Process and respond to requests, enquiries and complaints that we receive from you
- Send statements, invoices and payment reminders to you, and collect payments from you:
- Keep our database up to date
- To contact you if we need to obtain or provide additional information
- Meet any statutory or regulatory compliance.
- Contact relevant authorities in the rare event of a safeguarding issue (see Safeguarding policy)

## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (e.g. name and contact details)
- Demographic information for equalities monitoring (e.g. gender, ethnicity, sexuality)
- Credit/debit card details if we need to make a payment to you or if you make a donation or a purchase
- Your personal health and social care experiences for projects, research and consultations. This data is anonymised unless otherwise agreed
- Your opinion and feedback in relation to any surveys or questionnaires issued by SRN that you complete, such as feedback on our charitable activities and events. This data is anonymised unless otherwise agreed
- Website user statistics and cookies - When you use the SRN website, like most websites, we receive and store certain details. Cookies mean that a website will remember you and any preferences you have entered. It also helps us to understand how you use our website, and where we can make improvements.
- Videos, blogs or articles which you have published on our media such as our website, newsletter and YouTube channel may contain personal information.

## How we collect the personal information

We collect this information via various systems including:

- Our Community Interest Company membership form, which will be seen by our directors considering your membership application and stored in our membership database on password protected Google Drive
- Our newsletter subscriber form on our website which passes the information through to our network mailing list which uses a mailing provider compliant with data protection regulations (such Mailchimp, EmailOctopus, Brevo, Mailerlite).
- Information emailed by you, received by us via Google Workspace
- Online surveys (to be developed)
- Meeting management system – Zoom or similar online meeting platforms
- Website statistics
- Payment mechanisms/ financial systems
- Focus groups and interviews (for projects, research and consultations)
- Social media (rarely and only if necessary)

We may share this information with third parties, that is:

- Third parties who may be contracted to do work for us on relevant projects
- Our payment services provider only to the extent necessary for the purposes of processing payments you make via our website, refunding such payments and dealing with complaints and queries relating to such payments and refunds.
- Relevant statutory bodies in the event of a safeguarding concern (in accordance with our Safeguarding policy)

Your information will only be used for SRN's purposes and will never be passed on to third parties for marketing purposes.

## Disclosing personal information

We will only disclose your personal information:

- If required to do so by law;
- In connection with any ongoing or prospective legal proceedings;
- In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).
- If we feel that you are at risk from harm (see Safeguarding policy)

## Lawful basis for processing

Under the Data Protection Act 2018 and General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. We will only process personal data after being given express permission by you, after having explained what we will use the personal information for. You are able to remove your consent at any time. You can do this by contacting us at [info@survivorresearcher.net](mailto:info@survivorresearcher.net).
- We have a contractual obligation. We sometimes enter into contractual working agreements with individuals which requires us to process personal data supplied by them.
- We have a legal obligation. This refers to our holding of data on our trustees, and employees' taxation and pensions.
- We have a vital interest. If we are in contact with a member whose life we believe may be at risk, we reserve the right to share their data with appropriate organisations to try to mitigate this risk.

## How we store your personal information

### C.I.C. Membership data

Membership data is held securely via a secure, password-protected, cloud-based system, Google Workspace Google Drive. Only SRN Directors have access to this system.

### Other personal data

We use Google workspace secure, password-protected, cloud-based suite of products which includes Google Drive where we store many of our documents. This is hosted on secure servers.

Data for surveys is stored on Google Drive. Data for online meetings is stored on Zoom. Both of these are password-protected, secure cloud software systems.

Our website is a password-protected, secure cloud software system hosted by Hostinger.

Only SRN Directors and software host administrators have access to these systems.

### Financial data

All financial data is kept on secure password-protected systems, the access to which is limited to Directors working on this. If data needs to be sent to an external source, it will be password-protected or directly uploaded to the website (e.g. HMRC).

## How we keep data up to date

We want to make sure the information we hold about you is accurate. To do this we are reactive - responding to your requests to update or remove your data. We may sometimes contact you to ask if your information is up to date.

## How long we store your data for

We hold mailing list and C.I.C. membership data until we are either made aware by you that it is to be removed, or by proactively finding out that the data is no longer valid e.g. by performing a database cleaning exercise trying to contact members to validate the information and being unsuccessful. We then delete the contact record from our database.

Other personal information that we process for any purpose or purposes will not be kept for longer than is necessary for that purpose or those purposes.

## Your data protection rights

Under data protection law, you have legal rights over your personal information. For example, you can see it, amend it, ask us to change the way we handle it or have it removed from our records completely. If you want to do any of these things, you can email [info@survivorresearcher.net](mailto:info@survivorresearcher.net) and we will respond to you within two weeks at the very latest. You can unsubscribe from our newsletter and mailings by clicking Unsubscribe at the foot of the newsletter, although this will not remove your data from our records. If you wish for all of your data to be removed, please email us at [info@survivorresearcher.net](mailto:info@survivorresearcher.net).

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@survivorresearcher.net](mailto:info@survivorresearcher.net).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Data protection registration

Our website is owned and operated by Survivor Researcher Network C.I.C.

We are a registered community interest company limited by guarantee (no.13550988).

You can find out more about your rights under data protection legislation at [ico.org.uk](https://ico.org.uk).

## Advice and Privacy Information for our Website

Our WordPress website address is: <https://survivorresearcher.net>.

### Comments

When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

An anonymized string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

### Media

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website.

### Cookies

If you leave a comment on our site, you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

### Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

## **Who we share your data with**

If you request a password reset, your IP address will be included in the reset email.

## **How long we retain your data**

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

## **What rights you have over your data**

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

## **Where we send your data**

Visitor comments may be checked through an automated spam detection service.

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