

Privacy notice for the Public, Service users and Supporters of The Mix

The Mix Stowmarket Ltd.

This covers all the people whom The Mix interacts with who do not fall under another form of agreement.

We ask that you read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use and share personal information. This document contains your rights in relation to your personal information and how to contact us and other organisations in the event if you have a complaint. Please see the section on 'Your rights' for more information.

Introduction

We are The Mix Stowmarket Ltd. ("The Mix"). In order that we can provide you information about our services and to deliver services to you we need to process your personal information.

Personal information means any information about you from which you can be identified, but it does not include information where your identity has been removed (anonymous data).

As the 'controller' of personal information, we are responsible for how that data is managed. The General Data Protection Regulation ("GDPR"), which applies in the United Kingdom and across the European Union, sets out our obligations to you and your rights in respect of how we manage your personal information.

As the 'controller' of your personal information, we will ensure that the personal information we hold about you is:

1. used lawfully, fairly and in a transparent way.
2. collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. relevant to the purposes we have told you about and limited only to those purposes.
4. accurate and kept up to date.
5. kept only as long as necessary for the purposes we have told you about.
6. kept securely.

If you have any questions about this privacy notice or would like further explanation as to how your personal information is managed, then please contact us (see 'How to contact us' below).

Purposes of processing

Purpose of processing	Examples
Delivering group services & events	<ul style="list-style-type: none"> • Trips and visits • Thrive alternative education provision • Duke of Edinburgh provision • Registration of attendance to sessions or room bookings held by The Mix, or other organisations • Registration of attendance to events for the general public
Delivering and managing one-to-one services	<ul style="list-style-type: none"> • Counselling • One-to-one coaching
Financial management	<ul style="list-style-type: none"> • Processing donations and Gift Aid
Legal obligations	<ul style="list-style-type: none"> • Health & Safety accident reporting • Insurance cover and claims
Operational activities	<ul style="list-style-type: none"> • Managing our database of users, young people and customers • Running backups, maintaining IT provision and software
Direct Marketing & Communications	<ul style="list-style-type: none"> • Sending information about The Mix to you • Fundraising activities • Monitoring the effectiveness and improving our communications activity including our website, social media, and analytical reports.
CCTV	<ul style="list-style-type: none"> • CCTV is in operation for the purpose of public and staff safety

Personal data we process

We'll process different information depending on the situation. For example, if you are attending a residential event or involved in one-to-one support, we will need more information from you. We may process:

- Name
- Basic contact details
- Date of birth
- Gender
- Attendance at events
- Youth worker notes and records including
 - Sexual preferences
 - Religion, Ethnicity
 - Safeguarding records
 - Next of kin / Parents / Guardian / Emergency contacts, Date of Birth, Medical needs, Dietary needs
 - Parents details (where we are responsible for a child or young person)
- Details of any accidents / incidents that you are involved in

- For marketing and fundraising
 - Contact details
 - Marketing and communication preferences
 - Emails opened and links clicked.
 - Giving / donation records
- When involved in specific support services (e.g., counselling or coaching)
 - GP details
 - Referrer contact details
 - Mental and physical health details
 - Drug and alcohol use
 - Medication
 - Counsellor and youth worker notes and records
- CCTV in operation
 - Images of visitors and building users / visitors inside, in the car park and around the perimeter of the building

Certain information that we process is classed as 'special category data'. It is sensitive by nature. We have a higher duty of care in how we process this:

- Mental and physical health details
- Medical and medication records
- Counselling notes and youth worker notes
- Religion & ethnicity
- Sexual preferences
- Alcohol and drug usage

Who has access to your personal data

In order to operate our business and deliver our services we rely on third parties to provide specialist support to us. To provide this support they will have access to, or a duty of care over your personal information. These providers are:

- Volunteers organising an event or providing a service
- Front of House staff using the CCTV system
- The Mix Staff with access to our CRM system
- The Mix Youth Work staff who access School Systems, as per of our partnership agreement with specific local schools
- Accountancy and finance providers (e.g., Banks and insurers)
- HMRC (for gift aid), HSE (relating to accidents) and other relevant national and local authorities
- Software providers
 - E.g. Quickbooks for accounting records, Mailchimp for sending emails, Junari for our CRM system
 - IT Support company

Please note, for one-to-one provisions i.e., counselling and coaching, your referral information and any other confidential information given in sessions will only be accessible by your counsellor/coach and their supervisor.

International transfer

All your personal data is stored and processed on systems that are within the European Economic Area (EEA) and offer the same level of legal protection and rights over your data.

Retention schedule

Type of data	Retention period
Financial records	6 years
Together Project Service user records*	7 years
Service user records	6 years
Communications and emails	6 years

7 years retention is a requirement of a funder for the Together Project.

Legal basis for processing

We rely on the following grounds within the GDPR:

- Article 6(1)(a) - **consent**
 - To provide email newsletters to those interested in our work (we will include an unsubscribe link in all marketing emails)
- Article 6(1)(b) – processing is necessary for the negotiation or performance of our **contract** to provide you with services
- Article 6(1)(c) - processing is necessary for compliance with a **legal obligation** to which we are subject.
- Article 6(1)(f) – in pursuit of **legitimate interests**
 - To use IT and software support providers to ensure the reliable and secure operation of our systems
 - To identify and make initial contact with potential funders
 - To analyse and improve the effectiveness of our communications
 - To use email and other internal communication systems.

Your rights

Under the GDPR you have important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your personal information;
- access to your personal information and to certain other supplementary information that this Privacy Notice is designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure (i.e. deletion) of personal information concerning you, in certain situations. Please note that if you ask us to delete any of your personal information which we believe is necessary for us to comply with our contractual or legal obligations, we may no longer be able to provide care and support services to you;
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to processing of personal information concerning you for direct marketing;
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- object in certain other situations to our continued processing of your personal information;
- otherwise restrict our processing of your personal information in certain circumstances;
- claim compensation for damages caused by our breach of any data protection laws;

For further information on each of those rights, including the circumstances in which they apply, see the [Guidance from the UK Information Commissioner's Office \(ICO\) on individuals' rights under the General Data Protection Regulation](#).

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The GDPR also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Data controller details

The Mix Stowmarket Ltd, 127 Ipswich Street, Stowmarket, Suffolk, IP14 1BB

How to contact us

- **Email** – privacy@themixstowmarket.co.uk, subject: URGENT FAO: Data Controller
- **Post** – FAO: Data Controller, The Mix Stowmarket Ltd, 127 Ipswich Street, Stowmarket, Suffolk, IP14 1BB
 - Please mark this as URGENT
- **Telephone** – 01449 745130