

Data Protection Policy



Introduction

MindScape London is committed to ensuring the protection of personal data and the privacy of individuals. This policy outlines the principles and procedures MindScape London follows to protect personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Company Address: SELCROFT ROAD LONDON ENGLAND CR8 1AJ

Company Registration Number: 15709269

Contact Email: info@mindscapecolondon.uk

Data Collection and Processing

Types of Data Collected

MindScape London collects and processes various types of personal data, including but not limited to:

- **Personal Identifiable Information (PII):** Name, address, email address, telephone number, and job role.
- **Usage Data:** Details of website visits, pages viewed, and resources accessed, including traffic data and location data.
- **Sensitive Data:** Health-related information necessary for assessments and support services.

Purpose of Data Collection

The data collected is used for the following purposes:

- Providing and managing services.
- Responding to enquiries and communicating with clients.
- Conducting assessments and offering clinical, educational, and social support.
- Facilitating training programs and events.
- Analyzing demographic information to improve services.
- Supporting health research through de-identified data.

Data Storage and Security

Data Storage

MindScape London stores personal data securely using both virtual and physical means:

- **Virtual Storage:** Data is stored electronically in secure, access-controlled systems.
- **Physical Storage:** Where necessary, data is stored in hardcopy in secure, access-controlled environments.

Security Measures

MindScape London employs a range of security measures to protect personal data, including:

- Encryption of sensitive data.
- Regular security audits and updates.
- Access controls to ensure only authorized personnel can access personal data.
- Secure data disposal methods.

Data Retention

MindScape London retains personal data only for as long as necessary to fulfil the purposes for which it was collected. Data is regularly reviewed and updated to ensure accuracy. Upon withdrawal of consent or completion of services, data is permanently deleted from records.

Data Sharing and Disclosure

MindScape London does not disclose personal data to third parties except under the following circumstances:

- When legally required by law, such as under a safeguarding or child protection order.
- To organizations involved in the care of the individual (e.g., GP or NHS Trust).
- To prevent and reduce the risk of fraud.
- In the event of a business sale or transfer.

All third-party data sharing complies with the UK GDPR and the Data Protection Act 2018, ensuring the same level of data protection is maintained.

Use of Cookies

MindScape London uses cookies on its website to enhance user experience and analyse website usage. Consent is obtained before placing non-essential cookies on users' devices. Users can manage cookie preferences through the website's cookie management system.

Individual Rights

Individuals have the following rights regarding their personal data:

- **Right to Access:** Individuals can request access to their personal data.
- **Right to Rectification:** Individuals can request correction of inaccurate or incomplete data.
- **Right to Erasure:** Individuals can request deletion of their personal data.
- **Right to Restrict Processing:** Individuals can request limitation of data processing.
- **Right to Data Portability:** Individuals can request transfer of their data to another service provider.
- **Right to Object:** Individuals can object to the processing of their data.

Requests related to these rights can be made by contacting MindScape London at info@mindscapecolondon.uk.

Data Breach Response

In the event of a data breach, MindScape London will:

- Notify the Information Commissioner's Office (ICO) within 72 hours if the breach poses a risk to individuals' rights and freedoms.
 - Inform affected individuals without undue delay if the breach is likely to result in a high risk to their rights and freedoms.
 - Investigate the breach and take necessary measures to mitigate and prevent future breaches.
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Policy Review

This Data Protection Policy is reviewed regularly and updated as necessary to ensure compliance with relevant laws and regulations. Any changes to the policy will be communicated to stakeholders.

For further information or queries regarding this policy, contact MindScape London at info@mindscapecolondon.uk