

Isle Stand up to Suicide

Fair Processing Notice

Email: Islestanduptosuicide@gmail.com

Charity number: 1351

Purpose

Isle Stand up to Suicide (“ISUTS”, “we”, “our” or “us”) is committed to protecting the privacy and security of your personal information. This fair processing (or Privacy) notice describes how we collect and use personal information about you during and after your relationship with us, in accordance with the Data Protection Act 2018. ISUTS is registered Isle of Man Information Commissioner.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data that has been made anonymous.

We will be required to process your personal information, whether you use our telephone services, contact us, volunteer for us or donate to or otherwise support us.

This fair processing notice is publicly available and promoted on our website. By contacting our free telephone, volunteering for us, contacting us or donating to/supporting us, you are agreeing to the processing of your personal data as described in this policy.

Who are Isle Stand up to Suicide?

ISUTS is a charity devoted to preventing deaths by suicide on the Isle of Man. We offer a free telephone helpline for adults (aged 18 years or older) who are experiencing thoughts of suicide. We also offer follow-up free short-term telephone counselling. Additionally, we provide QPR (Question, Persuade, Refer) suicide prevention training.

Our free telephone helpline is available to be contacted between 14:00 – 22:00 hrs daily. Our free telephone helpline works on a first come first served basis and we can only answer telephone calls when a telephone helpline volunteer is available. When our telephone line is unavailable, we encourage you to call back or seek alternative support. If you are 17 years or younger, please contact our partners Papyrus via their website.

Our telephone helpline volunteers are QPR trained (Question, Persuade, Refer) which looks to help prevent suicide by providing emergency response training to support someone in a suicidal crisis. If offered and opted for, the short-term telephone counselling looks to provide short term intervention / solution focused support. The telephone counselling is delivered by trained professionals who receive clinical supervision.

Please note that ISUTS is not a clinical or medical service and nor should it replace any appropriate clinical or medical support but looks to provide an alternative option for immediate short-term support for people experiencing thoughts of suicide.

ISUTS is a registered charity on the Isle of Man (Charity number: 1351).

Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These are:

- Right to request access to your personal data.
- Right to request correction of your personal data.
- Right to request erasure of your personal data.
- Right to object to processing of your personal data.
- Right to request restriction of processing your personal data.
- Right to request transfer of your personal data.
- Right to withdraw consent.
- Right to complain to the Information Commissioner and to appeal the outcome of your complaint.
- Right to not be subject to decisions based on automatic processing.

If you wish to exercise any of the rights set out above, please contact us at islestanduptosuicide@gmail.com. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive.

Data Protection Principles

We will comply with 2018 Act. This says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about as set out in this fair processing notice and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely.
- Processing in accordance with the rights of the data subjects

Special Category Data

Special Category Data requires higher levels of protection than ordinary personal information. We need to have specific justification for collecting, storing and using this type of personal information. Whilst we do not seek to collect special categories of personal data (“sensitive data”) unless there is a specific lawful basis we may process special categories of personal information in the following circumstances, as an example:

- With your consent or;
- Where we need to carry out our legal obligations and in line with our data protection policy or;
- Where it is needed in the public interest and in line with our data protection policy.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public domain.

Data Security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. Details of these measures may be obtained from the islestanduptosuicide@gmail.com

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

Third party data processors

ISUTS works with various trusted third-party companies who process information only as necessary to perform agreed services on our behalf. These are data processors under the 2018 Act and ISUTS remains the data controller. We ensure that all third party data processors provide the same level of protection of your personal data. We use third party organisations to:

- Provide our free telephone helpline and short-term counselling services.
- Our website, email and database providers.
- Our payment/donation system.
- Promote our marketing materials.
- Our printers and communications fulfilment partners

Data privacy manager

We have appointed a Data Privacy Manager to oversee compliance with this fair processing notice. If you have any questions about this fair processing notice or how we handle your personal information, please contact us at [islestanduptosuicide@gmail.com]. You have the right to make a complaint at any time to the Information Commissioner established pursuant to the 2018 Act and to appeal any decisions.

Changes to this fair processing notice

We reserve the right to update this fair processing notice at any time and will make available an updated fair processing notice on our website. We may also notify you in other ways from time to time about the processing of your personal information.

Appendix 1 – Service User:

This section is for people who may contact ISUTS free telephone helpline for listening support when experiencing thoughts of suicide, and for our short term telephone counselling.

What personal information may we collect and what do we do with it?

We look to collect as little information about you as possible. To access the ISUTS free telephone helpline, the only information that is required is a record of your telephone number. However, your use of the free telephone helpline may involve the discussion or sharing of personal data, including special category, that you choose [and therefore consent] to share with us. If you are offered and consent for a referral to free short term telephone counselling, the telephone helpline volunteer will require your name, date of birth and a contact telephone number.

How long do we store your information?

Our volunteers may make notes during a conversation to assist the telephone call. Any notes are destroyed by the volunteer after the end of a conversation and any follow-up actions (e.g. referral to short term telephone counselling or after duty of care purposes as outlined in “Disclosure of information for duty of care purposes” section). We do not record or store any personal information from the free telephone helpline aside from your telephone number on our telephone helpline app.

We record some statistical information from the telephone calls we receive for internal monitoring and evaluation of our service. This includes the total number of telephone calls our service receives; the time of each call; the duration of each call; the total number of referrals to short term telephone counselling; and the total number of contacts to emergency services. No personal data is recorded for internal monitoring or evaluation.

How do we collect your personal information?

Any information that we collect is freely shared by you during the telephone conversation. This may involve the volunteer asking questions but please only share what you feel comfortable sharing.

2018 Act, the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time by ending the phone call.
- (b) Vital interests. The processing is necessary to protect someone’s life (as outlined in “Disclosure of information for duty of care purposes” section”).

ISUTS Volunteers do not telephone call you back if the telephone line is disconnected for any reason. In these situations, we ask for you to recall our telephone helpline number. Please note that our free telephone helpline is answered on a first come first served basis and we do not operate a phone holding queue or voicemail function.

Who may we share your personal information with?

ISUTS free telephone helpline volunteers may share your name, date of birth and a contact telephone number to a volunteer counsellor if you are offered and opt for free short term telephone counselling.

Disclosure of information for duty of care purposes

ISUTS has a duty of care to share information to third party services such as emergency services or local safeguarding board in certain situations. These include when:

- We believe that your life is in imminent danger;
- We believe that you or someone else is at risk of significant harm;
- You tell us, or we suspect that you have committed or are about to commit a serious crime; and/or
- You tell us that you are endangering the safety of another person.

In these situations, ISUTS may share any relevant personal information that you may have shared in conversations to emergency services or the local safeguarding board. We will always endeavour to safety plan prior to contacting emergency services and if sharing is required, discuss this with you and get your consent to share information in these situations. In some limited cases where you can't consent, where we think your judgement may be compromised, or the risk of harm to yourself or others may be increased, we may need to disclose this information without your consent. This is to get the necessary support to keep you and / or others safe.

Appendix 2 – Volunteers and Counsellors

What personal information may we collect and what do we do with it?

The information we collect for you to be able to volunteer on our free telephone helpline includes your:

- Name
- Email
- Telephone number
- Date of birth (to confirm that you are aged 18 years or older).
- DBS Checks (as necessary)
- Training Records?
- Records of periods of duty

The legal basis is your consent and/or to meet our legal obligations to form a contract and is necessary for complying with applicable laws, regulations or other legal duties. We use this information to be able to contact you about volunteering and updating you about operational / service changes. If opted for, we may also contact you about training opportunities or Isle Stand up to Suicide activities (e.g. new resources, public promotion).

How long do we store your information?

We will store candidate information for 6 months after application and, if you become a volunteer, we will then be required to store your personal information for 6 years after your period of volunteering ends.

How do we collect your personal information

We collect this information by you providing this to us when we send you a volunteer registration / interest form for the free telephone helpline to complete by email.

Who may we share your personal information with?

Your information will be shared with the Isle Stand up to Suicide volunteer coordinator and also our committee members who may cover the volunteer coordinator when necessary. This is to operate our service.

Disclosure of information

We will not routinely share your personal data to third parties. The exceptions would be when:

- In limited circumstances, with your consent or;
- Where we need to carry out our legal obligations and in line with our data protection policy.

Marketing

You will be asked whether you wish to join our marketing database so that we can keep in touch. If you decide to consent to our marketing, you may receive emails about charity news, updates, related product or service information, training opportunities and public engagement events etc. If at any time you would like to unsubscribe from receiving future marketing emails you will remove your consent by contacting us at: islestanduptosucide@gmail.com

Appendix 3: Supporter or Fundraiser

This section is for individuals or organisations that kindly donate financial or other resources to Isle Stand up to Suicide

What personal information may we collect and what do we do with it?

IN certain circumstances when you donate financially, fundraise or support by offering other resources, Isle Stand up to Suicide will collect and use certain information about you in order to process your donation. This may include your name, email address, postal address, telephone or mobile number and bank details. This is more often in regards to regular donations or through our web portal. One off donation will not include the collection of personal data beyond that necessary for a card payment.

How long do we store your information?

The legal basis to meet our legal obligations to form a contract and is necessary for complying with applicable laws, regulations or other legal duties. You can remove your consent at any time and we will then only hold relevant data to meet any reporting obligations under the applicable laws, regulations or other legal duties. As a data processor we may contact you in order to comply with the Data Protection principle that data is accurate and kept up to date. If at any time you would like to unsubscribe from receiving future marketing emails you will remove your consent by contacting us at: islestanduptosuicide@gmail.com

Marketing

Volunteers, counsellors, and supporters will also be asked whether they wish to join our marketing database so that we can keep in touch. If you decide to consent to our marketing, you will receive emails that may include charity news, updates, related product or service information, training opportunities, public engagement events etc.

The legal basis is your consent, to meet our obligations to form a contract and is necessary for complying with applicable laws, regulations or other legal duties. We use this information to be able to contact you about volunteering and updating you about operational / service changes. If opted for, we may also contact you about training opportunities or Isle Stand up to Suicide activities (e.g. new resources, public promotion).

How do we collect your personal information

We collect this information by you providing this to us when donating to or supporting the charity.

Who may we share your personal information with?

Your information will be shared with the Isle Stand up to Suicide volunteer coordinator and also our committee members who may cover the volunteer coordinator when necessary. This is to operate our service.

Disclosure of information

We will not routinely share your personal data to third parties. The exceptions would be when:

- In limited circumstances, with your consent or;
- Where we need to carry out our legal obligations and in line with our data protection policy.