



Privacy Statement

Direct Help and Support

Salvesen Mindroom Centre is an independent Scottish charity dedicated to supporting neurodivergent children and young people and their families, as well as raising awareness and understanding of neurodiversity.

This privacy statement explains how we use any personal information we collect about you when you contact our Direct Help and Support Service.

What information do we collect about you?

We collect information about you when you contact us. The information we collect includes names, addresses, email addresses and telephone numbers. In addition, we will record information that you choose to share with us about yourself. This may include sensitive information. The information provided by you is stored on our secure database.

We do not store paper documents. Any paper documents we receive, will be scanned and held electronically on our database. We will securely dispose of the original paper document on receipt, unless the owner of the document requests its return.

If you are a parent or carer contacting us about your child or children, we will record the information you choose to share about them. We will ask for information which helps us to monitor equal opportunities across our services and provide tailored support, such as date of birth, ethnicity, gender and any disability. If you share information about a child over the age of 12 years, we will not usually record their name without their consent.

If you access our Children and Young People Service:

If you wish to share information with us about a young person over the age of 12, we will seek their consent to hold and/or share that information, depending on their capacity to understand and consent.

If you receive support from our Family Outreach Specialists:

If you wish to share information with us about a young person over the age of 12, we will seek their consent to hold and/or share that information, depending on their capacity to understand and consent.

How will we use the information about you?

We collect information about you so that we can give you tailored advice and support. Salvesen Mindroom Centre will not share your information for marketing or any other commercial purpose with any other organisations without your explicit consent.

To improve our service, and to influence policy, practice, and research, as well as to meet the requirements of our funders, we may report on analysis of your information in combination with that of other parents, carers, children and young people, or professionals. However, we will never share your personal or identifiable details in any such reports.

We will only share information with others (such as other professionals you may wish us to contact on your behalf) after we have discussed and agreed this with you. We will ask you to sign an information-sharing consent form before we do this. However, if we believe that you or your child are at risk of harm, we may disclose information without your permission. This is a legal duty, but as far as possible, we will always try to discuss this with you before disclosure.

Where we have been commissioned to provide a service on behalf of a public body such as a Local Authority or Health Board, this will be governed by a Data Sharing Agreement. This will ensure that any data shared to fulfil the requirements of the contract as a public task fully complies with GDPR, is stored securely by both parties, and is not shared with any third party without the full consent of the individual. Individuals accessing these specific services will be advised of what data will be shared and how before accessing support.

Salvesen Mindroom Centre works in partnership with the Salvesen Mindroom Research Centre (SMRC) based at the University of Edinburgh, and this is governed by a data sharing agreement. From time to time, researchers from the SMRC may request access to the information we hold, to support our charitable goals and to contribute to the generation of new insights into neurodiversity. We will allow this provided the data request is reasonable and the outcome contributes to the aims of our charity. We will never share your personal details, such as contact details or full names, with SMRC researchers and all such researchers will be personally vetted before accessing data.

When you first speak to one of our Specialists, we will ask you if you would like to participate in research, publicity or other activities that promote the work of Salvesen Mindroom Centre. We will not contact you about these matters unless you have agreed that we can. You have the right to withdraw consent at any time.

How long will we keep your information?

We will keep your information throughout the time we are supporting you. Once we have finished supporting you, we will delete your information from our database as soon as we

reasonably can, and we will not hold your personal information for more than 1 year after our support to you ends. However, if you have given consent to be contacted about research, publicity or other activities that promote the work of Salvesen Mindroom Centre, we will retain your contact details only.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of your personal information, please email or write to us at the address shown.

We want to make sure that your personal information is accurate and up to date. You may ask us at any time to correct or remove information you think is inaccurate.

Changes to our privacy statement

We keep our privacy statement under regular review, and we will contact you if we make any changes during the period when we are providing you with a service. This privacy statement was last updated in August 2023.

How to contact us

Please contact us if you have any questions about our privacy statement or information we hold about you:

directhelp@mindroom.org

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