



www.umhan.com

Tel: 07510734544 • Email: umhan@live.co.uk

Privacy Notice

At UMHAN, we want to keep your personal data safe.

We want you to know when and why we collect personal data about people who visit our website, volunteer for us and who become members of our network. In the following pages we will explain how we use your personal data, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy should be sent by email to our Charity Manager at umhan@live.co.uk

Who are we?

The University Mental Health Advisers Network is a national UK charity. We are a network of mental health specialists working in the Higher/Further Education sector. Our members are dedicated to, and have a practical role in, providing support to students with mental health conditions. UMHAN is a registered charity (no. 1155038). The registered address is The Moseley Exchange, 149-153 Alcester Road, Moseley, Birmingham B13 8JP.

How do we collect information from you?

We obtain information about you from you, when you apply for UMHAN membership, when you contact us about benefits and services, or through our website, for example, when you register to receive our newsletters.

What type of information is collected from you?

When submitting your UMHAN application you provide us with personal information such as: personal contact details and qualifications. The personal information we collect from our website might include your name, email address, and IP address. This is only the case if you use one of our contact or register interest forms on our website. If you make a donation online, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions.



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How is your information used?

Members and former members

The legal basis we use for processing members' and former members' personal information is a combination of contract and legitimate interest.

We carefully safeguard the information we hold about members. This information comes from the way members engage with us, information provided through application and booking forms, renewals forms or updates communicated by email/phone. The information may also come from members' interactions with us, for example, through social media, website usage or surveys. It may include, for example, contact details, interests or attendance at events booked via our website.

What the information is used for

We collect this information to provide our services to members and to inform our development of new and improved benefits to continue to meet our members' needs.

We send messages primarily by email but occasionally by telephone, text or other digital methods. These messages may be:

- to provide you with the specific benefits your membership entitles you to
- to help you manage your membership
- to help us comply with legislation, such as charity law
- statements regarding standards of practice
- to keep you informed about the features and benefits of other products and services available to you that may be of professional interest (e.g. CPD opportunities)

Who has access to your information?

Storage and management of personal information

Our principal data management system is the White Fuse CRM system which is maintained and developed by [White Fuse](#). This system enables us to efficiently store any information about our members, former members and other stakeholders in a way that ensures adequate security and only allows people who have the right level of authority to access personal information.

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For external parties who have signed up to receive our newsletter this is the only place we store your contact information.

Social media

UMHAN has a presence on various social media platforms. If you engage with us via these platforms we will not collect or store any of your personal data, however you may want to be aware of how those websites use your data. Currently we have a presence on Facebook, LinkedIn and Twitter. To find out about how these companies use your data and how you can control the way they use your data follow these links: [Facebook](#); [LinkedIn](#); [Twitter/X](#)

We will never share your information with third parties for marketing purposes.

Forums

As a network of mental health professionals, an important part of our work is to promote the sharing of best practice and ideas regarding student mental health in higher education institutions.

Previously members were asked for their consent to be added to the relevant national and regional Jiscmail forums. These are now archived but members who had access to these can still use the archives. For information about Jiscmail and it's use of data, please see the [Jiscmail privacy policy](#).

Our forum is embedded in our website, but member's email addresses are also stored by [Website Toolbox](#) which allows us to administer the use of the forum. This forum allows you to create your own profile and all other members will learn your name, surname and any other information that's included in this profile.

Financial transactions

We use a number of different third party providers to manage our finances. Our accounting is managed on [Xero](#). We store invoice details for membership, other sales and our bill payments including any contact details you have given us for these purposes. We do not store bank details here apart from the payment of bills and any details referenced on payment transaction records.

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If you make a donation online or pay your membership fees or training booking costs via card payment, your card information is not held by us, it is collected by our third party payment processors ([Stripe](#)), who specialise in the secure online capture and processing of credit/debit card transactions.

Direct Debit payments are managed by our third party payment processors ([Go Cardless](#)), who specialise in the secure online capture and processing of Direct Debit transactions.

Public Membership List

When your application as an UMHAN member has been accepted and processed, your name will be added to the Public Membership List (Register) on our website. This helps students identify the support services that are available at their university, and helps the public identify which Specialist Mental Health Mentors fulfil the mandatory qualifications criteria. The personal data that is shared on the public membership list is the following:

- Name and Surname
- University in which you work
- Region in which you work
- Membership number

If you wish to opt out of the public membership list email our Charity Manager at umhan@live.co.uk.

When we share your data

We may pass your information to our third party service providers, stakeholders and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (i.e. to provide training and other CPD opportunities). When we use third party service providers, we disclose only the personal information that is necessary to deliver the service.

We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party;

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- we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors; or
- we are required by law to share your data.

In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.

How long we keep your data

We take the principles of data minimisation and removal seriously and have internal policies in place to ensure that we only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required.

How you can access and update your information

You have the right to ask for a copy of the information UMHAN holds about you.

The accuracy of your information is important to us. You can request access to some of your Personal Data being stored by us. You can also ask us to correct, update or delete any inaccurate Personal Data. If you change email address, institution, job role or any of the other information we hold is inaccurate or out of date please log in to your profile on our website or email us at: umhan@live.co.uk.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

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Rights you have over your data

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time and we will make it as easy as possible for you to do this (for example by putting 'unsubscribe' links at the bottom of all our marketing emails).
- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.
- A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us.

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

Use of 'cookies'

'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. We use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website. We use Google Analytics for this purpose. Google Analytics generates statistical and other information about website usage by means of cookies, which are stored on users' computers. The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to create reports about website usage. Google's privacy policy is available at <http://www.google.com/privacypolicy.html>

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Links to other websites

Our website may contain links to websites run by other organisations. This privacy policy applies only to our website so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you link to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Job applications

If you submit a job application, we will store your CV and cover letter for 1 year. This will allow you to be considered for any volunteering or job positions that arise during this time. If you wish us to delete your data before the end of the year please email us at umhan@live.co.uk.

Modifications to this policy

We may modify this Privacy Policy from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and is affected. This Policy was last updated in November 2023.