



Mandala
CONSULTANTS

Mandala Consultants Privacy Policy

8 January 2018

Introduction

Thank you for taking the time to read our privacy policy, we hope it is helpful.

It is important to us that you understand how and why we collect and use your personal information, if we work with you. This privacy notice sets out Mandala Consultants policy on the collection and use of your data, and your rights under data protection legislation in the United Kingdom.

About Mandala Consultants

Mandala Consultants is a Community Interest Company, Registration SC612378, limited by Guarantee. Our mission is “working collaboratively to nurture resilience and wellbeing within individuals, organisations and communities and to support social change’

Our registered Business address is Orkney Street Enterprise Centre, 18-20 Orkney Street, Glasgow. Scotland. G51 2BX

We are registered with the ICO. Our Director Elise Marshall is our Data Protection Officer and you can contact her at elise@mandalaconsultants.co.uk if you have any questions.

Why do we collect personal information?

We work to promote resilience and wellbeing, within individuals, organisations and communities and to respond to trauma and support social change.

We do this by providing:

- Community development and community engagement support
- Facilitation and organisational development
- Support for organisational wellbeing
- Training and events
- Counselling and psychotherapy
- External Supervision and Support

To fulfil our aims, and support our projects, we may need to collect personal information from individuals seeking counselling, supervision, organisational development support or participating in our training and outreach events.

What might we request?

We may request personal information from you, such as your name and contact details, to provide you with services.

We might also request sensitive personal information, such as your racial or ethnic origin, details of your psychological health, or your reasons for seeking counselling, if this is relevant to access a service. If you have been referred for Counselling we do not use the information we receive about you for marketing purposes.

If you attend a professional training, or one of our public events we might request personal information, such as your name and contact details, and payment details, so that we can process your order and record your attendance at this event.

How will we request this information?

We will seek your active consent (specific permission) to provide this information (either in writing or orally).

Through certain actions when there is no contractual relationship between us, such as when you visit our website or ask Mandala Consultants to provide you with more information about our services, you provide your consent to Mandala Consultants to process your information. At times your consent may be given implicitly, such as when you write to Mandala Consultants requesting a response.

Except where you have consented for Mandala Consultants to use your information for a specific purpose, we do not use your information in any way that would identify

you personally. We may aggregate it in a general way and use it to support and inform our work such as in our research, writing and training or to support our fundraising.

You have the right to withhold certain information, if you wish. We may still be able to provide you with a service, even if you choose to withhold information, this will depend on the service you are accessing. Our Counselling service requires certain information to provide its services.

If you wish to withhold information, please tell us as soon as possible, and we will explain what this means in terms of whether we can continue to work with you.

What will we do with this information, and who will we share it with?

We will use the personal information you have given us to provide you with the service you have requested, and keep you updated about our work.

We will not use your personal information for any purpose other than the purposes we told you about at the time you agreed to share it with us, unless we are required to do so by law.

We do not share any information collected through our website or through our work together with other organisations.

How will we store this information?

We use several third-party online tools for general office purposes, for example to publicise and run our professional training and events. These include Eventbrite, SurveyMonkey and Mail Chimp. The data you provide through those tools are securely stored there, and again, access is restricted to only members of our team.

How long will we store this information?

We will only store your information for as long as necessary, or as long as we are required to do so by law. We will continue to process your information on this basis until you withdraw your consent, or it can be reasonably assumed that your consent no longer exists.

You have the right to withdraw your consent and ask us to delete information we hold about you. If you need more information about your rights, you can visit this website for an overview: www.knowyourprivacyrights.org

If you are not happy with how Mandala Consultants have used or processed your data, you have the right to lodge a complaint with the Information Commissioner's Office on 0303 123 1113 or at www.ico.org.uk/concerns

Thank you for taking the time to read our Privacy Notice.