



Community Wellbeing Partners

YARDO CIC Privacy Notice

Last updated: June 2026

1. Introduction

This is the Privacy Notice for YARDO CIC (hereafter referred to as "we", "us", or "our").

As part of the services we offer, we are required to process personal data about our staff, volunteers, programme participants and, in some instances, the friends or relatives of those who use our services. "Processing" can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to being transparent about why we need your personal data and what we do with it. This notice explains what data we hold, why we hold it, what we do with it, and what your rights are.

If you have any concerns or questions about how we handle your data, please contact us:

Email: mentalwealth@yardo.co.uk Tel: 07743 184 509

Our Data Security and Protection Lead is Paula Watson, Founding Director.

2. Who We Are

YARDO CIC is a Community Interest Company registered in England and Wales. We deliver therapeutically informed community wellbeing programmes across West London, including counselling, mindfulness programmes and community wellbeing initiatives.

We are registered with the Information Commissioner's Office (ICO) as a data controller.

3. Programme Participants

What data do we hold?

So that we can provide a safe and professional service, we need to keep certain records about you. We may process the following types of data:

- Your basic details and contact information — e.g. your name, address, date of birth and next of kin
- Financial details — e.g. details of any contributions you make towards your programme

We also record the following data which is classified as special category:

- Health and social care data, which may include physical and mental health information

- We may also, with your permission, record data about your race, ethnic origin, sexual orientation or religion

Why do we hold this data?

We need this data so that we can provide high-quality, safe and appropriate wellbeing support. By law, we need to have a lawful basis for processing your personal data.

We process your personal data because:

- We have a legal obligation to do so — generally under the Health and Social Care Act 2012 or the Mental Capacity Act 2005
- It is necessary for us to provide and manage our community wellbeing services

We process your special category data because:

- It is necessary due to social security and social protection law — generally in safeguarding instances
- It is necessary for us to provide and manage our services

We may also process your data with your consent. Where we need your permission, we will offer you a clear choice, explain clearly what we need the data for, and explain how you can withdraw your consent at any time.

Common law duty of confidentiality

In our use of health and care information, we satisfy the common law duty of confidentiality because:

- You have provided us with your consent — either implicitly to provide you with care, or explicitly for other uses
- We have a legal requirement to collect, share or use the data
- The public interest in collecting, sharing or using the data overrides the duty of confidentiality — for example, sharing information with the police to support the detection or prevention of serious crime

Where and how do we process your data?

To provide you with high-quality support, we collect data from or share data with:

- You or your legal representative
- Third parties where lawfully required

We collect and share data face to face, by phone, by email, via our website, by post, via application forms and via apps.

Third parties are organisations we may lawfully share your data with. These include:

- Other parts of the health and care system — such as GPs, social workers and other health and care professionals
- The Local Authority
- Your family or friends — with your permission
- Organisations we have a legal obligation to share information with — e.g. in safeguarding situations
- The police or other law enforcement agencies if required by law or court order
- Our approved data processors — including Google LLC (Google Drive), who store data on our behalf under appropriate data processing agreements

4. National Data Opt-Out

We review our data processing on an annual basis to assess whether the national data opt-out applies. This is recorded in our Record of Processing Activities.

At this time, we do not share any data for planning or research purposes for which the national data opt-out would apply. If this changes, individuals will be able to opt out of their information being used for this purpose.

You can find out more at www.nhs.uk/your-nhs-data-matters.

5. Staff and Volunteers

What data do we hold?

So that we can provide a safe and professional service, we need to keep certain records about you. We may process the following types of data:

- Your basic details and contact information — e.g. your name, address, date of birth, National Insurance number and next of kin
- Financial details — e.g. bank details so that we can pay you, and tax details
- Your training records and professional qualifications
- DBS check records — we record that a check has been completed but do not retain the certificate itself

We also record the following special category data where necessary:

- Health data — e.g. fit notes or information required for statutory pay purposes
- With your permission, data about your race, ethnic origin, sexual orientation or religion

Why do we hold this data?

We require this data so that we can contact you, pay you and ensure you receive the training and support you need. By law, we need to have a lawful basis for processing your personal data.

We process your data because:

- We have a legal obligation under UK employment law
- We are required to do so in our performance of a public task

Where we request criminal records data, this is because we have a legal obligation to do so given the nature of the work you do. This is set out in the Data Protection Act 2018 and the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. We do not retain criminal records information — we record only that a check has been completed.

We may also process your data with your consent where required. We will always explain clearly what we need the data for and how you can withdraw your consent.

Where do we process your data?

As your employer or engaging organisation, we collect data from or share data with:

- You or your legal representative
- Third parties where lawfully required

We do this face to face, by phone, by email, via our website, by post, via application forms and via apps.

Third parties we may share your data with include:

- HMRC and other organisations we have a legal obligation to share information with
 - The Disclosure and Barring Service (DBS)
 - The police or other law enforcement agencies if required by law or court order
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6. Friends and Relatives

What data do we hold?

As part of our work providing high-quality support, it may be necessary for us to hold the following information about you:

- Your basic details and contact information — e.g. your name, address and phone number

Why do we hold this data?

We process your data because we have a legitimate interest in holding next of kin and emergency contact details for the individuals who use our services and for our staff.

We may also process your data with your consent, and will always explain clearly what we need it for and how you can withdraw that consent.

Where do we process your data?

This data is collected from or shared with:

- You or your legal representative
 - Third parties where lawfully required — such as health and care professionals, the Local Authority, or the police if required by law
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7. How We Store Your Data

Your personal data is stored securely using the following methods:

- Digital data is stored in Google Drive, using organisational accounts with restricted access. Google LLC acts as a data processor on our behalf under an appropriate Data Processing Agreement
- Paper records are stored in locked cabinets in restricted-access areas
- All data is accessible only to authorised members of staff and volunteers on a need-to-know basis

How long do we keep your data?

We retain your data only for as long as it is necessary for the purpose for which it was collected, or as required by law. Our general retention periods are:

Type of Record	Retention Period
Programme participant records	6 years after last contact
Staff and volunteer records	6 years after employment or engagement ends
Financial records	7 years
Governance records	Permanent
DBS check records	6 months after decision
Consent records	Duration of processing + 6 years

A full retention schedule is maintained in our Record of Processing Activities.

How do we dispose of your data?

Once data is no longer required, we dispose of it securely:

- Paper records are shredded
- Digital records are permanently deleted from all systems and cloud storage
- A record of disposal is kept by our Data Security and Protection Lead

8. Our Website

When you visit our website, we may process some data about you, including:

- IP addresses of visitors
- Information submitted via our contact form
- Information submitted via online application forms

For information about how we use cookies on our website, please see our [Cookie Policy](#).

9. Your Rights

The data we keep about you is your data. You have the following rights:

1. The right to be informed — you have the right to know how we use your data, which is the purpose of this notice
2. The right of access — you can request a copy of all the data we hold about you. We will generally provide this free of charge within one calendar month
3. The right to rectification — you can ask us to correct any data you believe to be inaccurate or incomplete
4. The right to erasure — you can ask us to delete personal data that is no longer necessary for the purpose we originally collected it for
5. The right to restrict processing — you can ask us to restrict processing of your data while we consider a rectification or objection request
6. The right to data portability — you can ask us to provide your data in a format that allows you to transfer it to another organisation
7. The right to object — if we are processing your data on the basis of legitimate interests or a public task, you have the right to object to that processing
8. Rights in relation to automated decision making — we do not currently use automated decision making or profiling

To exercise any of these rights, please contact us at mentalwealth@yardo.co.uk. You may be asked to provide proof of identity to ensure your data is not shared inappropriately. We will always respond within one calendar month.

10. Withdrawing Consent

Where we process your data on the basis of your consent, you have the right to withdraw that consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before withdrawal. To withdraw consent, please contact us at mentalwealth@yardo.co.uk.

11. Data Breaches

In the event of a personal data breach that is likely to affect your rights and freedoms, we will notify the Information Commissioner's Office (ICO) within 72 hours. Where a breach is likely to result in a high risk to you personally, we will also notify you directly without undue delay.

12. Complaints

If you are unhappy with how we have handled your personal data or responded to a request, you have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office Wycliffe House, Water Lane Wilmslow, Cheshire SK9
5A [Fico.org.uk/global/contact-us](https://ico.org.uk/global/contact-us) Tel: 0303 123 1113

13. Changes to This Notice

We may update this Privacy Notice from time to time. The most recent version will always be available on our website and the date of the last update is shown at the top of this notice.

14. Approval and Review

Approved by

Signature

Date approved June 2026

Next review due May 2027
