

Bucks Mind Privacy Notice for Friends in Need members

We need to keep some information about you to give you the right support at Bucks Mind.

When you join us, we need to know things like your name, date of birth, address, and phone number so we can get to know you in the best way and contact you if necessary. We also collect information about your ethnicity, religion, and gender which we use to check we are reaching all groups of people in the community.

Other information like your GP or the mental health support that you may be receiving, and your current health and wellbeing are important so we understand how you are, how we can best support you and who to contact if we are worried about you.

When we complete your welcome form with you, we may ask you what you like doing and what you hope to achieve from joining us so we can try and enhance your experience at Friends in Need. Some people's stories and photos make lovely case studies, and we may ask your permission to share these to show how our services can help people.

We are a confidential service and want you to feel safe and respected. We will always ask you before we share information about you, and we will tell you what we are doing and why. Information about you is private which is why we check with you first. If you were to become very unwell or were unable to make your own decisions (we call that lacking capacity) then we may share information if we felt you or someone else may be in danger. This may be with a GP, family member or someone else who supports you to make sure you are safe.

To make you aware, CCTV is used at our High Wycombe premises for security purposes and to monitor access to the building by staff, people we support, volunteers and other visitors. Data is recorded and kept for two weeks and recordings may be used in incident investigations.

Please be aware that we retain your information on our database for 6 years. It is deleted 6 years after you have left the service

We only keep information if we really need it, and we look after it carefully. If you would like to read our full Privacy policy, please visit our website: [Privacy Statement \(UK\) - Bucks Mind](#)