

Easy-read Privacy Notice – Service users

We are Jami and we aim to enrich and save lives impacted by mental illness in the Jewish community.

This is a brief explanation of how we manage your personal information as well as your rights.



1. What information we collect about you, who provides them and when

If you join our mental health support programme

Information we may collect > full name, contact details, GP contact details, emergency number, reason for your referral, mental health information, current support network and background history. Information is provided directly by yourself or by third parties (e.g., GP, parents, mental health provider) if you provide your consent for the data to be requested.

If you attend one of our educational or community events/programmes

Information we may collect > your name, phone, email, address, emergency contact number that you would provide directly yourself when booking for the event. During our programmes, we may also take videos and pictures where you may appear.

If you join our counselling service

Information we may collect > name, DOB, contact details, marital status, any children, contribution paid for counselling, disability, GP details, any previous experience with counselling, mental and physical health information, relationship history, risk assessment via CORE 34 form, life history, support network, occupation. Information is provided directly by yourself during the initial assessment phase or during the counselling process.

2. Lawful basis

With the exception of the Counselling Service where we rely on the contractual obligation, we mainly rely on our legitimate interest in order to process your data. When we process special category of data (such as information on health, ethnicity and sexual orientation), we rely on additional legal conditions. When special category of data is collected, but they are not necessary for the delivery of our service, we may rely on your consent. When gathering media content, we may rely on your consent or on our legitimate interest depending on the circumstances.

3. For how long we keep your data

We retain your information for a period of up to 6 months after 8 years from the end of your engagement with us. We retain Children and Young People information for a period of up to 6 months of the person turning 25 years old. Counselling records are retained for a period of up to 6 months after 7 years from the end of your engagement with counselling at Jami, but they could be kept for longer if legally required. After this time, personal data will be reviewed, and securely destroyed.

4. How do we use your information?



Provide the best service for you



Monitor and manage risks



Provide anonymous reports



Safeguarding



Administer the service



Support Jami's cause

5. Confidentiality, data sharing and safeguarding

To comply with our duty of care and safeguarding, we may need to pass some information raising safeguarding concern with the authorities. In such circumstances, we apply legitimate interest, vital interests or legal obligation as our lawful basis.

6. Security precautions

All information we collect about you is stored securely and we take maximum precautions to ensure its security.

We have secure communication arrangements with partners so that any information you share is safe.



7. Your rights are important

You have the right to:

- know what data we hold about you
- correct anything that's wrong
- request the deletion of your data
- complain.

To exercise any of your rights, or to ask any question, please contact us at dataprotection@jamiuk.org

Charity registration n. 1003345.

Company n. 02618170

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