

MPNW Privacy Policy

This Privacy Policy sets out how MPNW collects, uses and stores personal information about clients and supporters. MPNW ensures that people who use music therapy services, and those who support the charity, receive support and respect.

MPNW is registered with the Information Commissioner.

Clients/ Service users:

We provide music therapy to individuals at our Liverpool base and in partnerships across the region. We collect personal data in order to provide those services. This information is managed separately from other data provided to the charity and we have a Data Protection policy in line with GDPR regulations.

Supporters:

The types of information collected might include: your name, e-mail address, full postal address and telephone number. We do this so that we know how to contact you. We will also collect, and securely hold, data you supply us related to a financial donation. We do not keep on record data related to social media.

Information is collected by MPNW

- when clients, carers, trusted organisations and supporters directly ask us about music therapy or make a donation
- when supporters provide a donation through Just Giving or Local Giving
- When people visit the MPNW website general information is collected such as which pages are visited. MPNW uses "cookies" to help our site run effectively.

MPNW uses the information provided:

- To provide the services that have been requested.
- To send messages about MPNW services which have been requested or donations.
- To comply with the Charities (Protection and Social Investment) Act 2016 and follow the recommendations of the official regulator of charities, the Charity Commission.

MPNW may also use personal information to keep a record of people who support the charity

Sensitive Personal Information

If MPNW is provided with any sensitive personal information by any means, it will be treated with extra care and confidentiality and always in accordance with this Privacy Policy.

If clients and supporters decide to share personal details with staff or to share their story on the MPNW webpages, they can decide whether or not to remain anonymous.

MPNW will not pass on personal details to anyone else without their explicit consent except in exceptional circumstances. Examples of this might include anyone reporting serious self-harm or posing a threat to others or children contacting MPNW and sharing serious issues such as physical abuse or exploitation.

Where you have given us your explicit consent or otherwise clearly indicated to us

MPNW will only use personal information in order to fulfil a contract with you. Whenever MPNW processes personal information under the 'legitimate interest' lawful basis the charity will ensure that it takes into account a client or support's rights and interests. Any personal information collected will be used only by MPNW staff. No personal information will be shared with organisations including web browsing activity.

Legal disclosure of information

MPNW may disclose your information if required to do so by law.

MPNW takes appropriate measures to protect any personal information, both on and off-line, from improper access, use, alteration, destruction and loss. MPNW does its best to protect personal information but cannot guarantee the security of data transmitted to the website. Information is kept as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations.

Legal rights

Clients and supporters have the right to request access to the personal information held about them by MPNW, and why it is used, with whom it is shared, and for how long it is kept.

Clients and supporters have the right to object to processing of any personal information. If clients and supporters have given MPNW consent to use personal information (for example, for marketing), this can be withdrawn at any time.

Clients and supporters can ask MPNW to change or complete any inaccurate or incomplete personal information held about them.

Clients and supporters can ask MPNW to delete any personal information where it is no longer necessary, where consent has been withdrawn, or where there is no lawful basis for retaining it.