



Nurture the Borders Privacy Notice

Last updated: July 2026

Who we are

Nurture the Borders is a registered charity providing free perinatal mental health and wellbeing support for parents and families across the Scottish Borders.

For the purposes of UK data protection law, Nurture the Borders is the Data Controller for the personal information we collect.

Contact us:

Nurture the Borders

0300 030 5361

info@nurturetheborders.com

What information we collect

We may collect your contact details, date of birth, GP and healthcare professional details, information about your pregnancy, birth or parenting journey, physical and mental health information, assessments, appointment records, therapy notes, referrals and feedback. We only collect information necessary to provide safe and effective support.

How we use your information

We use your information to provide support, arrange appointments, assess needs, communicate with you, monitor our services, meet safeguarding obligations and provide anonymous reporting to funders. We never sell your information.

Lawful basis

We process information under UK GDPR using appropriate lawful bases including consent where appropriate, legitimate interests, provision of health and wellbeing support, and legal obligations such as safeguarding.

Confidentiality

Everything you discuss with our staff, volunteers and therapists is treated confidentially. Information will only be shared without your consent where required by law or where there are safeguarding concerns or a serious risk of harm.

Information sharing

With your permission we may communicate with professionals involved in your care, such as your GP, Midwife, Health Visitor or Perinatal Mental Health Team, to ensure coordinated support.



Freelance therapists

Some therapeutic services are delivered by qualified freelance therapists working on behalf of Nurture the Borders. They are required to comply with UK data protection law and their professional standards regarding confidentiality and record keeping.

Keeping your information safe

We use secure electronic systems, password-protected devices, restricted access, confidentiality agreements and secure record keeping procedures.

Retention

We only keep personal information for as long as necessary in line with legal requirements and recognised good practice before securely destroying records.

Your rights

You have the right to access, correct, restrict, object to processing, request deletion where appropriate, request data portability where applicable and withdraw consent where consent is the lawful basis.

Website and cookies

Our website may use cookies to improve your experience. Information submitted through online forms is handled securely in accordance with this Privacy Notice.

How to complain about data processing

If you have any concerns about how Nurture the Borders uses your personal information, please contact us at info@nurturetheborders.com. We will acknowledge your complaint as soon as possible, aim to resolve it promptly and keep you informed throughout the process.

If you remain unhappy, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

The ICO regulates data protection across the whole of the UK, including Scotland.

Changes to this notice

We may update this Privacy Notice from time to time. The latest version will always be available on our website.