

Carers' Support Centre

Privacy Notice

Introduction

Carers' Support Centre is the 'controller' of the information which we collect about you ('personal data'). Being controllers of your personal data, we are responsible for how your data is processed. The word 'process' covers most things that can be done with personal data, including collection, storage, use and destruction of that data.

This notice explains why and how we process your data, and explains the rights you have around your data, including the right to access it, and to object to the way it is processed. Please see the section on 'Your rights as a data subject' for more information.

Carers' Support Centre is a Registered Charity and Company Limited by Guarantee and our contact details are:

Address:	11 Redcombe Lane, Brigg, North Lincolnshire, DN20 8AU
Email:	Infor@carerssupportcentre.com
Telephone number:	01652 650585

Our Data Protection Lead (DPL) is Mike Humphries, Chief Executive, who you can contact at the above address and telephone number if you have any queries about this notice or anything related to data protection.

Personal data

'Personal data' is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you.

It can also include 'special categories' of data, which is information about a person's race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is 'special categories' or not, and we only process data if we need to for a specific purpose, as explained below.

We collect your personal data mostly through our contact with you, and the data is usually provided by you, but in some instances we may receive data about you from other people/organisations. We will explain when this might happen in this Notice.

Your data and how and why we process it

In general terms, we process your data in order to manage our relationship with you. The table below lists more specific purposes for processing your data, and the legal basis for each type of processing.

<i>Data processing</i>	<i>Legal basis for processing</i>
1. Employment e.g. payroll, payment of tax, performance management, making adjustments for colleagues with disabilities, etc. 2. Adult Carer and cared for personal data. 3. Young Carers and cared for personal data. 4. Trustees and Volunteers 5. The personal data of donors.	1. The processing is necessary for compliance with a legal obligation to which the controller is subject. 2. The processing is necessary provide the carer with support and is held on the legal basis of Legitimate Interest. 3. The data processing is necessary to provide the carer with support and is held on the legal basis of consent. 4. The processing is necessary for compliance with legal obligations to which the controller is subject. 5. The processing is necessary for the fundraising activities of the charity and is held on the legal basis of consent.
6. Carers and supporters photographs	6. Carers and supporters photographs are processed for the promotion of the charities activities and are held on the legal basis of consent.

At times, we may further process data which we have already collected. We will only do this if the new purpose for processing it further is compatible with the original purpose that the data was collected for. We will tell you about any further processing before carrying it out.

Who we share your data with

For some processing purposes we share your data with third parties. This is a list of the information we may share with external recipients, and for what purpose:

Recipients of your data	Purpose for sharing
HMRC	For the payment of tax
Accountants	Wage payments
Pension Company	Employee pension contributions
Local Authority Social Services Local Health Services	For the purposes of carers or cared for support. We would only share your data for this purpose with your consent.

IT support company	Our IT support company has access to the data we hold for the purpose of ensuring that our IT systems work properly and are up to date.
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How we store your data

Your personal data is held in electronic formats.

Electronic data, is stored on cloud based systems on our suppliers' servers.

How long we keep your data

Information about how long we process your data for can be found in our data protection Policy which is available on request.

Some retention periods are based on legal requirements while others take into account practical needs to keep the data.

Once the applicable retention period expires, unless we are legally required to keep the data longer, or there are important and justifiable reasons why we should keep it, we will securely delete the data.

Cookies on our website

Our website

'Cookies' are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. Full details about the cookies on our website can be found at <https://e-voice.org.uk/cookies>

For further information visit www.aboutcookies.org or www.allaboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as expected.

Our website contains links to other websites. This privacy policy only applies to our website and services so when you link to or from other websites you should read the privacy policies on that site.

Your rights as a data subject

As a data subject, you have the following rights in relation to your personal data processed by us:

- To be informed about how your data is handled;
- To gain access to your personal data;
- To have errors or inaccuracies in your data changed;
- To have your personal data erased, in limited circumstances;
- To object to the processing of your personal data for marketing purposes or when the processing is based on the public interest or other legitimate interests;

- To restrict the processing of your personal data, in limited circumstances;
- To obtain a copy of some of your data in a commonly used electronic form, in limited circumstances;
- Rights around how you are affected by any profiling or automated decisions.

Withdrawing consent

If we are relying on your consent to process your data, you may withdraw your consent at any time.

Complaints to the Information Commissioner's Office

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection Lead: Mike Humphries, Carers' Support Centre, 11 Redcombe Lane, Brigg, North Lincolnshire, DN10 8AU

Appendix 1

The length of time we keep data

We keep adult carer records for six years after they have ceased to be a carer.

We keep volunteer records for one year after they have ceased to be a volunteer.

We keep young carers records for seven years after they finished receiving a service.

We keep payroll records for seven years in line with financial requirements.

All job applications forms are kept for six months (to allow time for unsuccessful candidates to query process).

We keep employee personal information kept for two years after their leaving date unless there is need to keep it longer for legal purposes.

March 2019