

Privacy Notice

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Introduction

We, Carers Trust Heart of England are ‘controllers’ and ‘processors’ of personal data information that we collect about you (‘personal data’). Being controllers of your personal data, we are responsible for the purpose and 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.

We are a registered charity and company limited by guarantee and our contact details are:

Address:	12, Canal Basin, St Nicholas Street, Coventry CV1 3JH
Email:	contactus@carerstrusthofe.org.uk
Telephone number:	024 76632972

Personal data

‘Personal data’ is any information that relates to a living, identifiable person. This data can include your name, contact details, and other identifiable 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. It may also include information about disability, pregnancy and gender reassignment in so far as these may reveal information about a person’s health.

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.

It is important that the personal information we hold about you is accurate and current. Therefore, please keep us informed if your personal information changes.

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.

Data processing	Legal basis for processing
1. Data we collect when you use our services - This will include Name, Address, Contact Number, Email Address, Date of Birth, Marital Status, Relationship to carer, Employment status, Language, GP Surgery, Next of Kin and/or Carers / Emergency Contact details, current education details. DNAR, Living Will & Respect documents and Bank details (if applicable).	1. Processing is carried out to protect the vital interests of the data subject and for the performance of a contract of which the data subject is party to. As we provide regulated care services we are also regulated by CQC, the Care Act and safeguarding procedures. If you do choose not to give us this personal information it may delay or prevent us from fulfilling our contract.
2. Special Categories of data we collect when you use our services – This will include Health Conditions, Disabilities, Ethnicity, Gender, Gender Reassignment, Sexual Orientation, Nationality, Religion of the carer and/or cared for.	2. Processing is carried out for the provision of treatment/management of health or social care systems and services and/or for the performance of a contract of which the data subject is party to. As we provide regulated care services we are also regulated by CQC, the Care Act and safeguarding procedures. If you do choose not to give us this personal information it may delay or prevent us from fulfilling our contract.

3. Data we collect from 3rd parties to enable you to access our service - This will include some or all of the above data listed in points 1-2. 4. Information we share for monitoring purposes with 3rd parties to enable you to access our service – This can/will include some or all of the above data listed in points 1-2.	3. Processing is carried out to protect the vital interests of the data subject and for the performance of a contract with a local authority, health authority or funding source, of which the data subject is party to. As we provide regulated care services we are also regulated by CQC, the Care Act and safeguarding procedures. If you do choose not to give us this personal information it may delay or prevent us from fulfilling our contract. 4. Processing is carried out to protect the vital interests of the data subject and for the performance of a contract with a local authority, health authority or funding source, of which the data subject is party to. As we provide regulated care services we are also regulated by CQC, the Care Act and safeguarding procedures. If you do choose not to give us this personal information it may delay or prevent us from fulfilling our contract.
Use of CCTV Footage	No CCTV footage is captured by us.
We use photographs, audio and video recordings for the promotion of events that have taken place, for our website, social media and hard copy promotional materials, which can capture data subject.	Processing will be applied on a voluntary explicit consent basis only, two yearly.
Data processing	Legal basis for processing
Website and Social Media: We collect cookies from our website and social media platforms. Cookies are small computer files that get sent down to your PC, tablet or mobile phone by websites when you visit them. They stay on your device and get sent back to the website they came from, when you go there again. Cookies store information about your visits to that website, such as your choices and other details. Some of this data does not contain personal details about you or your business, but it is still protected by this Privacy Notice.	Please see our detailed cookie policy on our websites www.carerstrusthove.org.uk/cookies/ and www.caringtogetherwarwickshire.org.uk/cookies You can also find out further details regarding our website security

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 or which it was collected. We will tell you about any further processing before carrying it out.

Personal data received from third parties

This is a list of your personal data that we may receive from other people/organisations.

Data (external)	Source
Carers or Cared for details - This will include Name, Address, Contact Number, Email Address, Date of Birth, Marital Status, Relationship to carer, Next of Kin/Emergency Contact, GP Surgery and Special Categories which include Health Conditions, Disabilities, Ethnicity, Gender, Gender Reassignment, Sexual Orientation, Nationality, Religion, Current Education Details.	Warwickshire County Council Coventry City Council Clinical Commissioning Groups Other healthcare professionals, Schools Referrals from other voluntary organisations e.g. Alzheimer's Society, Age UK Self-referral from Carers and/or Cared for, Family & Friends

Whom 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
Local Authorities Clinical Commissioning Groups. Other Health care professionals Schools Other universal services in the local community CQC – The data we share may include Carers or Cared for details - Name, Address, Contact Number, Email Address, Date of Birth, Marital Status, Relationship to carer, Next of Kin/Emergency Contact, Employment status, GP Surgery and Special Categories which include Health Conditions, Disabilities, Ethnicity, Gender, Gender Reassignment, Sexual Orientation, Nationality, Religion and Current education details.	To protect the vital interests of the data subject and for the performance of a contract of which the data subject is party to. Also, for the compliance with a legal obligation.
Database and Software provider - This is electronic data that includes all personal data held on all the data subjects	To facilitate payment of salaries, meet various contract obligations and to ensure we are safeguarding the storage, access and availability of all data held.
Archiving Facility – This is hard copy and electronic data that includes all personal data held on all the data subjects	To comply with both the legal and organisational retention policies.

How we store your data

Your personal data is held in both hard copy and electronic formats.

Electronic data, including emails, is stored on servers, which are located in the UK on our software suppliers' servers.

How long we keep your data

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal or reporting requirements. Information about how long we process your data for can be found in our retention policy.

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.

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 certain circumstances;
- To obtain a copy of some of your personal data in a commonly used electronic form, in limited circumstances;
- Rights around how you are affected by any profiling or automated decisions. Currently we do not make decisions about you using automated means. If in the future, this position changes then you will have the right to ask for a manual review, and the privacy notice will be updated accordingly.

National Data opt-out

Carers Trust Heart of England reviews all our processing on an annual basis to assess whether any of our service user personal data is being processed for purposes other than individual direct care (such as research or planning purposes) in which case the National Data Opt-Out Policy applies. All new processing is also assessed. If any data falls within the scope of the National Data Opt-Out, we check if any of our service users have opted out of their data being used for this purpose.

At this time, we do not share any data for planning or research purposes for which the national data opt-out would apply. We review all of the confidential patient information we process on an annual basis to

see if this is used for research and planning purposes. If it is, then individuals can decide to stop their information being shared for this purpose.

Withdrawing consent

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

Changes to this Privacy Notice

We will notify you through a notice on our website, of any significant changes to this notice.

Exercising your rights, queries and complaints

Company Details

If you have any questions about this privacy notice or how we handle your personal information, please contact the Data Privacy officers.

6 Queen Victoria Road Coventry CV1 3JH.

Tel: 024 76101040

Email: dataprivacy@carerstrusthofe.org.uk

Complaints to the Information Commissioner

You have the right to complain to the Information Commissioners 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/concerns/>

Tel 0303 123 1113

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