

Data Protection Notice



Effective 25 May 2018

We respect your trust in us to use, store and share your information. In this notice, we explain how we collect personal information about you, how we use it and how you can interact with us about it. We try to keep this notice as simple as possible but if you are unfamiliar with our terms, or want more detail on any of the information here, please contact us.

1. Who we are

Carer Support Carlisle & Eden exists to improve the quality of life for Carers in Carlisle and Eden by working to raise the profile of Carers in Carlisle and Eden, encouraging a wider recognition of their contribution to society, and giving them information and support, which will assist them in their caring roles and enable them to fulfil their own needs as individuals.

Carer Support Carlisle & Eden (the Data Controller), is a Company Limited by Guarantee, registered in England & Wales company number: 4929903. Carer Support Carlisle & Eden is also a registered Charity, number: 1101719

Carer Support Carlisle & Eden registered offices are:

The Office
Mardale Road
Penrith CA11 9EH
Cumbria, UK

The term 'service user' includes parents, carers and people of all ages with care needs.

We provide: Carers Assessments; information and signposting; one to one support; benefit information; newsletters, support groups including after school clubs for Young Carers; social events, training and activities.

2. How we collect information about you

We collect personal information from you when you self-refer or a referral is made on your behalf. If you decide to proceed with our support we will ask you to complete our 'Consent to the Processing and Sharing of Information' form. This form details how we will support you and your rights under the General Data Protection Regulation. Also, who you give consent for us to share information with. For example your GP or School, if a Young Carer.

3. How we keep your information safe

We protect your information with security measures compliant with GDPR. We keep our computers, files and office secure. Our Privacy Policy, on our website details what information the website collects and how that personal information is used. When you contact us, we may ask you to identify yourself. This is to help protect your information.

4. How long we keep your information

Adult Client Files will be retained by Carer Support Carlisle & Eden for 2 years after case closure, unless there is a safeguarding issue, then it is 10 years. Children & Young People file retention periods are set by law in summation they are: Normally 2 years after case closure. **If Safeguarding and Child Protection Issues:**

- **Contact and referral only:** 5 years from closure
- **Contact, Referral and initial assessment** (including provision of services): 10 years from closure
- **Contact referral and core assessment** (no CP enquiry) and provision of services: 10 years from closure

Child Protection:

- **Contact, referral and initial assessment** only: 5 years from closure
- **Case conference – not registered:** 35 years from closure

- **Case conference – registered:** 75 years from the 18th birthday, or date of death if before 18th birthday
- **Section 47 enquires & investigations:** 75 years from the 18th birthday or date of death if before 18th birthday
- **Child Looked after by local authority/fostered:** Until the person, or their youngest sibling, reaches 20 years of age
- **Deceased Child where death is considered suspicious:** 75 years after last contact

5. Meeting our legal and regulatory obligations

To use your information lawfully, we rely on one the following legal basis:

- performance of a contract
- legal obligation
- consent.

6. Consent

Carer Support Carlisle & Eden is committed to protecting your privacy. You have the right to refuse sensitive information being shared with other organisations or individuals outside of Carer Support Carlisle & Eden. However, if you do not give your consent this will affect the level support offered. You may change your consent preference or withdraw your consent for us to process or share your information at any time by informing us you wish to do so.

7. How we use your information

In our support to you **we will**:

- Contact you by post and telephone to discuss your case and provide relevant information
- Add / update your details to our database
- Add / update the 'Cared For' details to our database
- Only pass on sensitive information if it is in your interests to do so and always with your consent (*The only reason information will be passed on without your permission is if there is a legal requirement or duty to do so, or there is a risk of serious harm or threat to life*)
- Not share your information with third parties for the purposes of marketing or fundraising.

8. Your personal information rights

You have the right to access, rectify, erase, restrict & object to processing of your data, as recorded on the Consent to the Processing and Sharing of Information' at any time; we will act on your request to 'access' within 30 days and without undue delay for other requests.

You also have the right to receive your personal data which you have provided to us in a structured, commonly used and machine readable format and have the right to ask for that to be transmitted to another data controller directly by us where technically feasible provided the conditions in Article 20 of the GDPR are satisfied. If you would like further information on your rights, please contact us.

9. Making a complaint

If you have a complaint about the use of your personal information please let us know, giving us the opportunity to put things right as quickly as possible. If you wish to make a complaint, you may do so in person, by telephone, in writing and by email to the Chief Officer / Chair of Trustees. Following your complaint, you will be provided with details of our Data Protection Complaints Procedure. We will act on your complaint within 30 days. You can contact the ICO (Information Commissioner's Office) at www.ico.org.uk, or **0303 123 1113**, directly with your complaint. Please be assured that all complaints received will be fully investigated and dealt with.

10. Updates to this notice

We review our Data Protection Policies, Procedures & Notices annually and may make changes to this Notice from time to time. You can always find an up-to-date version of this Notice on our website at: <https://www.carlisle-eden-carers.org.uk/about-us/> You will also find a copy on display in our Office, or you can request a copy.