

Knowsley Carers Privacy Notice

Introduction

We, Knowsley Carers are the ‘controllers’ 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.

We are a registered charity providing information and support to people who carer for a family member or friend. We provide this service to people who live in Knowsley or who care for someone who lives in Knowsley. Our contact details are:

Address:	143 Bewley drive, Kirkby, L32 9PE
Email:	info@knowsleycarers.co.uk
Telephone number:	0151 549 1412

Our Data Protection Officer (DPO) is Paul Rowan, Manager. He is the person to contact using the details above 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, date of birth and other information we gather as part of our relationship with you including details of your caring responsibilities and how they impact on your own physical or mental health.

It also includes ‘special categories’ of data, which is information about a person’s race or ethnic origin, religious beliefs and 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 we use for processing your data is “Legitimate Interest”. There is a detailed explanation of Legitimate Interest later in this document.

We keep data about you so we can offer you support relevant to your unique caring role. The support that is available from Local and National Government, NHS, specialist agencies or ourselves will vary according to your personal circumstances and the needs of your cared for. We need a variety of information to be sure we give you the right support.

The data we ask for when you first register is:

- Name including what you prefer to be called
- Contact details so we can get in touch with you either to answer your questions or at a later date when we have more information that may help you
- Which Doctor you are registered with. The main reason for this is so that we can inform any surgery not known to us about the work we do. We would not talk about you when we do this. Very occasionally we might need this information if you were taken ill whilst at one of our offices.
- Personal information on your ethnicity, marital status, sexuality which has no effect on the service you would receive from us but is useful in general terms when we are applying for funding as funders often ask for statistics on these groups
- Your date of birth and economic status – this is sometimes needed for funding purposes, as above, but your age and whether you are employed/unemployed/retired can affect benefits you are entitled to.
- Your relationship to the person you care for
- Your own health needs – all too often carers focus on their cared for and don’t consider their own needs. But if you neglect your health you may not be able to care for cared for as well as you would like to. We also offer free holistic therapies but there are some health conditions where we would need you to get doctors permission first.
- You cared for’s name, address, date of birth and their illness or condition
- Anything else that you see as relevant to your caring role which might include other responsibilities/commitments

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.

Sometimes the first person to contact us about you is another agency such as Social Services, a District Nurse, the Discharge Team at the hospital, a specialist agency already supporting you or even a friend, neighbour or other relative. When this happens we record the details they have and then get in touch with you whilst storing those details temporarily and securely. We would only transfer them to our permanent secure record system when we have spoken to you and have your permission. If we cannot get hold of you we keep the information for a short while hoping you will get in touch but after a few months we would destroy those details.

How we are going to store info?

We keep data 3 ways:

- A Paper copy of the referral form which has their basic details and brief notes on the first 2 or 3 conversations. These are stored in a locked filing cabinet.
- Occasionally a digital version of the referral form is created on a computer. Everyone's computer has a password unique to that employee and cannot be accessed by anyone other than them and the manager.
- Once they are registered with us the data is used to create their own personal record on our database. This information can only be accessed by a member of staff whilst they are in one of our offices or using a computer/laptop that has been authorised by the manager.

Who we share your data with

We never share our database with anyone.

If your needs highlighted that there was another support group who could help you we might pass your details on to them and vice versa but we would never do that unless we had asked you if you were happy for us to do that. We ask you that question as part of the initial registering process. If you would rather we asked you every time we can do that if you have asked us to.

For some processing purposes we share your data with third parties. We may share all or part of the above with external recipients to enable another agency to contact you to offer the support that they provide. We only do this with your permission.

How we store your data

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

Electronic data, including emails, is stored by our software supplier's '1 and 1' which are located within the European Union.

How long we keep your data

We keep your data for as long as you are receiving services from us. If you stop caring you can continue to use our services for a year if the cared for has passed away or for three years if they have gone into residential care permanently.

When you are first removed from our main database we archive your records. Our experience shows that people who have been a carer often care for another person at a later date and it makes the registration process easier if we already have most of your details. After 5 years your details would be removed completely. If you prefer we would remove your details completely whenever you ask us to even if you are still caring.

Legitimate Interest – definition and justification

There are three elements to the deciding on the basis.

1. Identifying a Legitimate Interest

The main reason we hold your information is so we can contact you. This has a minimal impact on your privacy because we only contact you about something you might be interested in. The 'compelling justification' is that we wouldn't be able to contact you to offer support unless we store your details. We never try to sell you anything although some of our events do have a minimal fee but we are not making a profit from this. You have the right to opt out from being contacted or to have your details removed altogether.

2. Showing that the processing is necessary to achieve it

If we didn't keep a database we would only be able to support carers if they contacted us. Whilst this is possible it would greatly reduce the number of carers we are able to support and when a carer contacted us it would mean starting again each time. Very occasionally someone objects. When that happens we given them the immediate support they have asked for and then delete their information.

3. Balancing it against the individual's interests, rights and freedoms

Most carers do expect us to be keeping the information that we do. They know that we keep it so we have the information to hand when they ask for support.

Under the new legislation you have the following rights:

- to be informed that we are holding your information
- to have access to records on request -you would need to request this by letter or email so an appointment can be arranged to do this
- to change information that is incorrect - we check from time to time that the information we have is correct but you can contact us any time to tell us if you move, change a phone number or email address, if you want to delete or change more sensitive information you would need to request this by letter or email so an appointment can be arranged to do this
- to have data deleted – you can ask us to delete any part of the data we hold but you would need to request this by letter or email so an appointment can be arranged to do this
- to object to being on the database – if you would rather not be on our records we will delete all the information we hold on request. We would still support you if you asked but we wouldn't be able to do this unless you contacted us.
- to not be included in any profiling – this means that from time to time we might contact groups of carers who have something in common. For instance everyone who is caring for someone with dementia. We would do this because we had some information relevant to them that would not be of interest to carers in general. If you would rather not be included and only contact for something specifically to do with you or in our general communications then just let us know.

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 Officer: Paul Rowan 0151 549 1412

Complaints to the Information Commissioner

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/>.