



## **Knowsley Carers Centre Privacy Notice**

### **1. Introduction**

This notice tells you how we collect and use personal information, how you can access your personal information that we hold and our policy on use of our website.

Knowsley Carers Centre is registered as a data controller with the Information Commissioner for the United Kingdom.

### **2. Use of personal information**

Knowsley Carers Centre is committed to protecting your privacy and does not capture and store any personal information about individuals who access our website or contact us, except where:

- Users voluntarily choose to contact Knowsley Carers Centre via the website; or
- Users contact Knowsley Carers Centre to provide email addresses, e.g. for newsletter and other information purposes.
- An individual chooses to register with Knowsley Carers Centre as a carer and use our wide range of services from Carers Assessments Triages to therapies and counselling.

When any such information is supplied to Knowsley Carers Centre, we are legally bound by the Data Protection legislation such as the UK General Data Protection Regulation (UK GDPR) to ensure that such information is used for the purpose for which it was requested, and also to ensure that data is held securely.

All employees and volunteers who have access to your personal data are obliged to respect the confidentiality of this information and are provided with training to ensure this occurs.

We never disclose personal data to third parties for their direct marketing purposes.

Knowsley Carers Centre will use the information it collects about you to help it provide you with an effective service and to assist in the running of the organisation. It may also be because we have a contractual obligation or a statutory duty to do so. We may use your details to enable us to send you emails or other electronic communication about Knowsley Carers Centre if you have requested to receive

updates, including information regarding our work, current and future activities and specific appeals. You can unsubscribe from these emails at any time by emailing us at [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk)

### **3. Types of Personal Information Collected and Processed**

#### **3.1 Unpaid Carers**

Types of personal Information we may collect from you and use are as follows:

- Details relating to your identity such as names, dates of birth, gender, ethnic origin;
- Contact details such as address, email, telephone numbers, emergency contact details
- Your relationship to the people you care for and their details including their health condition;
- Your employment circumstances as they relate to your caring role;
- Financial details in relation to Welfare Benefits advice;
- Details of when you contact us and when we contact you; including notes on what the contact was about.
- Details of your use of services offered by Knowsley Carers Centre;
- Any consents which you have given us in relation to the processing of your information;
- Physical or mental health details in relation to assessing your needs as a carer and to enable us to provide you with services or signpost you to services of other organisations who can meet your needs.
- Assessment of the impact of your caring role on you and assessments necessary for us to provide you specific services such as complimentary therapies. Such information requires special protection by law – we will always explain what information we require and why it is needed when collecting this information.

#### **3.2 Users of the Website**

If you use our website some anonymous data such as IP addresses, pages visited and time spent on the website is collected. This information is used by Knowsley Carers Centre to compile traffic statistics to enhance its understanding of how visitors use the website and to help it improve this service.

Knowsley Carers Centre also takes appropriate measures to ensure that any personal information provided is kept secure and only for as long as is necessary for the purposes for which it was provided. If your circumstances change, please tell us as soon as possible.

No transmission of data over the Internet can be guaranteed to be 100% secure. Knowsley Carers Centre cannot ensure or warrant the security of any information you transmit to it and you do so at your own risk.

#### **4. Sharing your personal information**

Knowsley Carers Centre is committed to providing person-centred, quality services to carers in Knowsley. To do this it is sometimes necessary to share your information with other agencies such as Knowsley Council including Adult Social Care and Childrens Services. For example, Knowsley Carers Centre completes Carers Assessments Triages on behalf of Knowsley Council. We will also share your personal information in relation to the contract we hold with Knowsley Council to deliver services to carers. We will share information with other organisations such as Knowsley Council and the Fuel Bank Foundation in relation to the support we provide to carers.

Information sharing will only be done where the Law permits, it will be done in compliance with the Law and the Information Commissioner's statutory guidance on data-sharing.

- In the course of general business, we may share your data with third parties as data processors to help us deliver good services. For example, mailing, email, survey, and/or print fulfilment organisations (to enable us to communicate with you efficiently); Knowsley Carers Centre is compliant with information standard DCB3058, National Data Opt-Out.
- Providers of business services such as auditors, consultants, solicitors and/or insurers (to enable us to run Knowsley Carers Centre efficiently);
- Providers of records management services such as secure disposal suppliers, and IT storage providers (to enable us to secure data efficiently);
- Providers of IT systems or services (to enable us to run Knowsley Carers Centre efficiently).

In certain very rare and limited circumstances data protection legislation permits us to share your personal data without your knowledge. This is principally where the information is needed for:

- The prevention of detection of a crime.
- The apprehension or prosecution of offenders.

Knowsley Carers Centre will still refuse to release personal information if it feels the request is not compliant with the requirements of data protection legislation, in particular, if it feels the request is not fair or lawful.

#### **5. Your data protection rights**

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information. Your request must be in writing to the Manager of Knowsley Carers Centre or email us at [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk)
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. If you believe that any information Knowsley Carers Centre holds about you is incorrect or incomplete, you should write to the Manager of Knowsley Carers Centre or email us at [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk)

Any information that is found to be incorrect will be corrected as soon as possible.

- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances such as where it is likely to cause or is causing damage or distress.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Please contact us at [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk) if you wish to make a request.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you have a concern about the way we are collecting or using your personal information you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/make-a-complaint/>.

## **6. Use of Knowsley Carers Centre Website**

Anyone is entitled to use the website for his or her own purposes and the information contained therein, provided:

- It is used for information purposes only, for reproduction for personal use only and not for reproduction on any other website or for commercial gain without permission.
- Any links created to the website are notified to and approved by Knowsley Carers Centre before they are created.
- No part of the website is copied, stored in a retrieval system, or transmitted in any form or by any means to any third party without the permission of Knowsley Carers Centre.
- The names and logos of Knowsley Carers Centre and all related product and service names, designs marks and slogans are the trade names, service marks or

trademarks of Knowsley Carers Centre and may not be used without the prior consent of Knowsley Carers Centre.

#### Links to other websites

This website contains links to enable you to visit other websites. Knowsley Carers Centre is not responsible for the content or privacy practices of other websites.

Links to external websites do not represent any kind of recommendation or endorsement by Knowsley Carers Centre of the accuracy of the content of external websites.

#### Disclaimer

Knowsley Carers Centre makes every effort to ensure that the information contained within the pages of this website is accurate and up to date but gives no warranty regarding its accuracy or completeness.

Consequently, Knowsley Carers Centre accepts no liability for any losses or damages (whether direct, indirect, special, consequential or otherwise) arising out of errors or omissions contained in this website.

No liability can be accepted in respect of losses or damages arising out of changes made to the content of this site by unauthorised third parties.

### **7. Changes to this Privacy Notice**

This Notice is reviewed annually as well as updated in response to changes in UK Data Protection legislation to ensure compliance.

### **8. Contact us**

If you have any queries about this notice please contact us at [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk) or contact Knowsley Carers Centre 143 Bewley Drive L32 9PE.