

Privacy and Data Protection Policy *and Privacy Statement*

Charity No 1123359 Company No 6418743

1 Principles of Policy

Carers Support West Sussex is committed to respecting the rights of carers and staff to privacy and protection of all personal data. As a Data Controller registered with The Information Commissioner the charity is required under the Data Protection Act 1998 to publish a privacy notice (CSWS Registration Number Z214820).

2 Privacy Statement

This Privacy Policy also serves as the Privacy Statement and as such is published on our website. It may sometimes be relevant to use parts of this policy on website forms used to collect personal information.

We respect everyone's right to confidentiality. Information about every person and their family is private and should be treated as such.

For staff, this policy should be read in conjunction with the internal Confidentiality Policy.

3 Privacy and Cookies Policy

To comply with provisions of the Data Protection Act 1998 it is essential that Carers Support West Sussex explains how we will use any personal information that you give to us.

Carers Support West Sussex respects the privacy of visitors to our website and wants to protect all personal information that carers or others provide.

Carers Support West Sussex is registered as a data controller with the Information Commission for the United Kingdom.

3.1 How do we collect your information?

We gather personal information when you register with us via the telephone Response Line or website or by post and if you apply for services or funds we administer. Also if you enquire about the campaigns that we run or take part in events or competitions or other things that we do, if you become a volunteer or complete a survey where you give your details, make a donation, participate in our fundraising activity or give us personal information in any other way.

3.2 What information do we collect?

The types of personal information we might ask for may include your name, address, gender, email address and telephone number, whether you need information in different formats, as well as other information you volunteer. If you are registering with us as a carer we will ask you for personal contact information, about your caring role, some details about the person you care for and information about your own health and inclusion and diversity for our monitoring.

The information we collect about you will be stored securely and treated in accordance with the Data Protection Act 1998.

If we receive your initial enquiry to register by post we will hold the initial contact information provided for up to 3 months and will call you to continue the registration and ask for your consent.

When you use Carers Support West Sussex secure online donation pages you are routed through to our fundraising service provider. This is clearly stated on the donation pages and the information you give such as your credit card number and contact information is provided only so that the transaction can take place. This information will not be stored.

However, you may be given the option to share your contact details with us. If you do so we take appropriate measures to ensure that any personal information provided is kept secure.

We will use the information that you give us to:

- send you information about our services that you have requested
- to refer you to services you have requested
- to send you information about activities to will help you as a Carer
- to generate anonymous internal management reports which tell us if we are achieving our performance targets including how we can improve
- to contact you about appointments, events, fundraising, campaigning, volunteering and our other work which may be helpful or of interest

3.3 How Do We Protect Personal Information?

We will make sure that any personal information that you give to us is kept secure, accurate and up to date and only keep your information for as long as it is needed and only for the purposes for which you have agreed we can use it.

3.4 Under 18 Year Olds

Our service is for people over 18 and we do not register or hold information on people under 18. If you are 18 or under, please get your parent/guardian's permission **before** you give us any personal information about yourself.

Our Young Adult Carers Team work in partnership with The Young Carers Team for West Sussex, and this includes attendance of 16-18 year olds at our support groups. Emergency Contact information only is held for those under 18 who attend those groups.

3.5 Your Consent

By contacting us on our Telephone Response Line, registering to use our services, entering your personal information on our website or supplying it in the post, or by phone, you are agreeing to us using that information as stated in this Privacy Statement. We always ask people for consent to hold information and to share your information.

You can contact us at any time and withdraw your consent for information to be held or shared.

3.6 Holding Information

We need to hold your personal information to communicate with you to provide you with support. We can also send you information about events and meetings. We need details about your employment and health to ensure we refer you to important support that is key to these critical areas that can affect your own wellbeing.

We are inclusive in offering our services to all carers. By collecting information like gender, your preferences for communication and information, your ethnicity, sexuality and religion we can tailor our support to the needs of all carers from different backgrounds and communities in West Sussex. We will ask you for this information but you can decline if you prefer. This can sometimes include personal information about the person or people you are caring for. We need limited details about those who you are caring for as it may affect the support we provide to you and/or refer you to.

3.7 Sharing and Receiving Information and Third Parties

Information is shared with us in a number of ways. For example when an individual registers with us, posting via an online forum, contacting us via the website, when we receive or collect information from other organisations and professionals who refer to us or a part of liaison as part of a Carer's agreed Support Plan.

We also sometimes need to share information so that carers do not have to repeat their personal details and tell their story to different service providers. Most carers complain about this and ask 'why don't these people and organisations speak to each other?' To prevent this from being a problem for carers our teams aim to ensure that information and services join up. However, we will only share your information with other organisations that can directly provide you with support.

We will advise you as to who we will share your information with and will not pass on your details without first obtaining your consent.

When registering with us we will inform you of the personal information to be requested. We will then ask for your consent to hold and share this information. We also ask at this point if there is any third party organisation you do not want your data to be shared with and we will keep a record of your preferences.

You will know who else we are sharing with because it will be mentioned in the process of preparing a Support Plan with you.

We will also explain when information may need to be shared. We may need to share your anonymised information with West Sussex County Council and any partners that help us provide any of our services.

There may be rare occasions when we are concerned that a person may be at risk of harm. There may then be a clear need to safeguard the welfare of the individual and/or his/her family and it may be necessary to contact the relevant authorities. We would always try to ensure that you are fully aware of the purpose for any such information-sharing and that you can give consent. However, there may also be circumstances where concern for safeguarding an adult or child must take priority.

No personal data obtained via the website is used for direct marketing. In addition, we never disclose personal data to third parties for their direct marketing purposes.

3.8 Withdrawing Consent

At times we may hold initial contact details for you temporarily. For example if we receive a referral from another organisation or source or you apply to register by post.

If we have not been able to contact you to fully register you and gain your consent to hold your contact information after 3 months, this will be deemed to be a partial registration. Information and partial registrations will be reviewed every three months and each carer record viewed individually. This ensures that where carers have been supported by partner organisations to access one of our services their application is not lost. Once this piece of work is completed all partial registrations without consent are deleted from our system.

If at any time you decide that you want to withdraw your consent simply contact us and we will change your record on our database. You will be informed at the time if any support is affected. If you object to us using your personal data to send you information about our activities, consultations, surveys and appeals you can instruct us to stop doing so at any time by writing to or e-mailing us at:

Carers Support West Sussex
The Orchard
1-2 Gleneagles Court, Brighton Road
Crawley
RH10 6AD

Email: info@carerssupport.org.uk

3.9 Right of Access

You have the right to ask for a copy of the information that we have about you, and we may charge a small fee to do this. Also, if any information that we have about you is incorrect you can ask us to correct this by writing or e-mailing us at the above address.

3.10 Changes

If your personal details change, please help us to keep those details up to date by telling us about any changes. If you want to see what information we have about you, or need to tell us about any changes to the information that you have given to us, please contact us as above.

We may change this Privacy Statement at any time. If you use our website after changes are made you will be agreeing to those changes.

4 Our Use of Cookies

Cookies are small text markers stored on your computer that enable us to understand how people use our website. No personally identifiable information is stored on the cookies. In common with many similar websites, we use them to help remember preferences and for anonymous statistical measurements - for example so we know how many "hits" a page has had.

We use cookies to:

- remember certain information about users so they don't have to repeatedly give the same information
- recognise if users are already logged in to certain areas of the website
- measure how people use our website so we can continually improve how information is provided.

You can control and delete cookies.

Even though Carers Support West Sussex does not use cookies to collect personally identifiable information about you, you might still want to restrict or block cookies. You can do this through your internet browser (Internet explorer, Google Chrome, Mozilla Firefox, etc.). Use the help function in your browser to find out how. If you restrict cookies for the Carers Support West Sussex website then there is a risk the website will not work fully.

4.1 Google Analytics

This is a service we use from Google that collects information about how people use our website. We use this to make sure we are providing the best service we can to our web visitors.

Using cookies Google Analytics stores information about:

- which pages you visit
- how long you stay on the page
- how you came to the site
- what you click on

Although we collect this information we do not collect any personal information - so we don't know what your name is or where you live. And the information we collect cannot be used to identify you. Also this information is for Carers Support's use only and we don't allow Google to share it. On occasions where we are working in partnership with a third party provider of carer services we may share this anonymous data.

4.2 Third-party Cookies

Many of our pages have a "Share this" function that allows you to share content with your friends or colleagues via email, Twitter, Facebook etc. We use cookies to make this service work. It tells us what items a person has shared, how many people are sharing and how many page "Hits" we have got as a result of the sharing. Again we do not collect anything that personally identifies you.

4.3 Cookies that are set by Other Websites

If you are using the sharing facility already mentioned (i.e. Share content with Facebook, Twitter) then it is possible those websites (i.e. Facebook) may also set a cookie when you are also logged in to their service. Carers Support does not control these type of cookies.

Occasionally we embed things like video, audio and pictures from other websites such as YouTube, Vimeo, Flickr or Soundcloud. This means it looks like one of our webpages but the video is being fed through from another site (i.e. YouTube). This means that every time you visit one of our pages with this sort of embedded content, those other sites may use their own cookies to record that you watched or viewed the content. Carers Support West Sussex has no control over these cookies so you should check the relevant website for more information.

5 Online Security

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

Our website contains links to enable you to visit other websites. Carers Support West Sussex has no control over linked websites. Accordingly, Carers Support West Sussex cannot be held responsible for the contents of any linked site or for the protection and privacy of any information or personal data which you provide whilst visiting any such site. Users should exercise caution and examine the privacy statement for the website in question before passing on any personal information.

6 Disclaimer

Carers Support West Sussex 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, Carers Support West Sussex 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.

Production History

Version Number	Date Created/Reviewed	Author/Reviewer	Production/Revision/Review	Date Approved	Scheduled Review Date
1	10/02/2015	Y. Elkana	Production	Feb 2015	September 2018
2	13/9/2016	P. Jenkins	Update and to comply with Accessible Information Standard	-	September 2018
3	18/11/2016	L. Mundy	Format Revision	n/a	September 2018