CSWS Privacy Policy

Privacy Notice Statement

This document is the Privacy Notice of Carers Support West Sussex (CSWS). The Notice outlines how we use the personal data that is provided when family and friend carers register with us. It explains how personal information is going to be used, what it is used for, who it might be shared with and why, and for how long information is kept. When you register with us, we ask you to give your consent to us holding your personal data on our databases. The information you provide helps us to support carers in West Sussex or those who care for someone who lives in West Sussex.

CSWS is a fundraising Charity and are dependent on fundraising activities to raise income to increase the support available to family and friend carers across West Sussex. When you register with us, we ask for your permission to hold your personal data. We have a contract with West Sussex County Council (WSCC) to provide carer services so that their legal duties and responsibilities are met under the Care Act. We hold your information so that we can keep you informed and signpost you to events, activities and information that may help to support you in your caring role. We hold your information so that we can tell you about other activities we are involved in that directly or indirectly support carers, including fundraising.

Carers Support West Sussex uses a range of digital tools, including artificial intelligence (AI) systems, to support our work with carers. We are committed to using these technologies responsibly, transparently, and in accordance with data protection law. If you have questions about how your data is processed by AI systems, please contact our Data Protection Lead by email on dpo@carerssupport.org.uk

Your information will never be shared with third parties for marketing purposes.

Data Controller

Carers Support West Sussex complies with the General Data Protection Act 2018 and is registered as a 'Data Controller' with the Information Commissioner's Office (Reg. No. Z2148020).

Details of the Data Protection Lead (DPL) for Carers Support West Sussex can be found on our website at www.carerssupport.org.uk

CSWS ensures that your personal data is processed fairly and lawfully, is accurate, is kept secure and is retained for no longer than is necessary - in most cases this will be for no more than 7 years from the last point of contact.

The legal basis for processing Personal Data

When you register with Carers Support West Sussex (CSWS), we ask for your consent to hold and process your personal data. We may process your data to provide you with information, advice, and support relevant to your caring role, or to fulfil our contractual and legal obligations under the Care Act 2014 and other applicable laws.

In some cases, CSWS uses digital tools and artificial intelligence (AI) systems to support our work with carers. These systems may process personal data to help us deliver services, improve our operations, and ensure the quality and effectiveness of our support. The lawful bases for processing your data using AI may include:

- **Consent:** Where you have given clear consent for us to process your personal data for specific purposes, including the use of AI-powered tools.
- **Legal Obligation:** Where processing is necessary for us to comply with the law (e.g., the Care Act 2014, Data Protection Act 2018, and the Data (Use and Access) Act 2025).
- **Legitimate Interests:** Where processing is necessary for our legitimate interests or those of a third party, provided these are not overridden by your rights and interests.

If we use AI or automated systems to make decisions that have a legal or significant effect on you, you have the right to request human intervention, express your point of view, and contest the decision. We are committed to transparency and will provide clear information about how your data is processed by AI systems.
You may withdraw your consent at any time. If you do so, we will stop processing your data unless we are required to do so by law or another legal basis applies.

The type of information we collect

The categories of personal data we are processing include contact details, personal characteristics you tell us about (you, family or friends), employment status, benefits information, physical and mental health information, any involvement you have with other support services as well as information about your caring role and any other information volunteered by yourself.

Personal data may be processed by automated means, including AI tools, for purposes such as service improvement, communication, and record-keeping.

For monitoring purposes, we ask about your gender, nationality, sexual orientation and religion if you practice one, to ensure we meet the needs of a diverse range of carers. We share information with West Sussex County Country for statutory and statistical purposes.

How we use information

We will use your personal data in accordance with the CSWS Privacy Notice on our website and specifically to

- send you information about our services that you have asked for
- send you information about activities that may help you as a carer
- contact you about appointments and meetings
- inform you about events, our fundraising, campaigning or other work
- provide you with appropriate services – where you agree to us sharing your data then these services might be from external agencies
- undertake accurate assessments (wellbeing - not financial)
- measure whether our services meet the needs of family and friend carers in our area and checking on how we can improve our support for you
- help us to develop and improve
- complete statistical returns to Government departments
- develop our policies and practice
- administer and protect public funds
- inform our funders through anonymised examples of the work we have carried out
- from time to time, we may also share anecdotal examples of our work with carers and professionals but will always seek explicit consent to do so

We may use AI-powered tools to analyse data, generate reports, transcribe meetings and conversations, and improve our services. These systems are designed to enhance efficiency, accuracy, and the quality of support we provide. All AI processing is subject to strict data protection and security measures.

How we collect your data

Transfer outside the European Economic Area

If your data needs to be transferred outside the European Economic Area, we will make sure that an adequate level of protection is in place.

Website and Cookies Policy

Carers Support West Sussex respects the privacy of every visitor to our website and will take all the reasonable steps to protect all the personal information that is shared with us.

Online Donations
If you use the Carers Support West Sussex secure online donation pages, you are routed through to our online donation service provider Just Giving. This is clearly stated and the information you give such as your credit card number and contact information is provided only to enable that transaction to take place. You will be given the option for Just Giving to share your contact details with us.

Carers Support West Sussex also takes appropriate measures to ensure that any personal information which is provided is kept secure and is only retained for so long as is necessary for the purposes for which it was provided.

Carers Support West Sussex Online Support service

- If you engage with Carers Support West Sussex Online Support service, we will collect:
    - Chat and messaging transcripts
    - Automatic information, such as IP addresses, operating system and type of device used
    - Information you provide to us including
    - Personal information such as your name and contact information
    - Surveys, transcripts and recordings of your communications with us

- How does Carers Support West Sussex collect information from you?

We may collect information through the following methods if you visit our website

- Your requests for information, news and other content
- A technical support request you submit

How does Carers Support West Sussex use the information it collects about me?

This information is collected and analysed using a third-party software tool for internal purposes only. The reason for collecting this information is for record-keeping and monitoring the effectiveness of our services.

We will not give out your information unless required by law.

We use the information we collect to provide and improve our services - for example to help improve interactions with those people who use our Online Support.

Acceptable Behaviour

From time to time, we must take decisions to limit an individual's access to the service in which case CSWS will make every effort to inform you as to the reason for restricting your access. For example, we may ask you to give us a contact number so that a member of our Carers Support Team can call you to talk about your support needs.

If you contact us a lot in a short period of time, we may limit the number of calls we will accept. We do this to ensure that we can manage the capacity of our service. If this happens to you, we will send a message that explains how to contact us to discuss your needs.

If we believe you are abusing our service or are abusive towards staff or volunteers, we may use our system to block your calls or messages from getting through. If you receive a message saying that we will not respond to you, or you do not receive an answer to an email or SMS message you can of course appeal our decision by following our Complaints Policy.

In either of the above circumstances CSWS may need to limit or withdraw access to the service as abuse of staff and volunteers is not acceptable. CSWS cannot be in a position where your use of the service prevents our services being used by other people. In extreme situations we may also involve the police.

If you wish to discuss your use of the service or appeal a decision, please contact the Carers Support Team on 0300 028 8888, email dpo@carerssupport.org.uk or write to the Head of Information and Advice, Carers Support West Sussex, Dove Lodge Community Resource Centre, 49 Beach Road, Littlehampton, BN17 5JG. Please be aware that if you call Carers Support West Sussex your telephone number may be visible to the Helpline team and may be logged for administrative purposes. Please note that calls to the Helpline are recorded for training and monitoring purposes.

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 CSWS uses cookies to help remember preferences and for anonymous statistical measurements - for example so we know how many individual visitor "hits" a particular website page has had.

We use cookies to:

- remember certain information about users so they do not have to repeatedly give the same information
- recognise if users are already logged into certain areas of the website
- measure how people use our website to continuously 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 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 do restrict cookies for the Carers Support West Sussex website, then there is a risk that the website will not fully function.

What cookies do we use?

We use cookies on the Carers Support West Sussex website.

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 provide 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
- which things you click on

Although we collect this data, we do not collect any personal information. For example, we do not know your name or where you live and the information we collect cannot be used to identify you. This information is used by Carers Support West Sussex for analytical purposes.

Third-party cookies

Many of our website 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 visits we have because of the sharing. Again, we do not collect anything that personally identifies you.

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 that those websites (i.e. Facebook) may also set a cookie if you are also simultaneously logged in to their service. Carers Support West Sussex does not control these types 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 own CSWS webpages, but the video is being fed through from another site such as YouTube. It also 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 other relevant website for more information.

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 CSWS will only keep it for as long as it is needed and only for the purposes for which you have agreed we can use it.

We ask you to contact us to update your information if anything changes.

We conduct Data Protection Impact Assessments (DPIAs) for all significant uses of AI to identify and mitigate risks to your privacy.

Under 18-year-olds

If you are 18 or under, please get your parent/guardian's permission before you give us any personal information about yourself.

Withdrawing your consent

By giving us any personal information, you agree to our use of that information as it says in this Privacy Notice. If you object to our using your personal data to send you information about our activities and appeals you can instruct us to cease doing so at any time by writing to or e-mailing us at Carers Support West Sussex, Dove Lodge Community Resource Centre, 49 Beach Road, Littlehampton, BN17 5JG. Email: info@carerssupport.org.uk

Online security

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

Our website contains links to enable you to visit other websites but Carers Support West Sussex has no control over any 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.

Website Disclaimer

Carers Support West Sussex makes every effort to ensure that the information contained within the pages of our 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 damage (whether direct, indirect, special, consequential or otherwise) arising out of errors or omissions contained on 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.

Retention Periods

Personal data will not be retained for longer than necessary in relation to the purposes for which this was collected. We will keep your data for no more than 7 years after you last contacted us.

Your Rights

You have the right to:

1. be informed of data processing (which is covered by this Privacy Notice)
2. access the information we hold on you (also known as a Subject Access Request)
3. have inaccuracies corrected

4. have information erased
5. restrict processing of your data
6. data portability
7. intervention in respect of any automated decision making
8. withdraw consent (see below)
9. complain to the Information Commissioner's Office (see below)

To exercise any of the above rights please contact the DPL for Carers Support West Sussex -contact details are on our website at www.carerssupport.org.uk

Accessibility

If you require this Privacy Notice in another format or language, please contact Carers Support West Sussex - DPO@carerssupport.org.uk

Your Right to Complain About How We Handle Your Data

If you have concerns about how Carers Support West Sussex has handled your personal data, you have the right to raise this with us directly. We encourage you to contact us in the first instance so that we can investigate and resolve your concern promptly. This is known as a data protection complaint.

How to Raise a Data Protection Complaint
You can raise a data protection complaint in the following ways:

- by email: dpo@carerssupport.org.uk
- by telephone: 0300 028 8888
- in writing: Head of Information and Advice, Carers Support West Sussex, Dove Lodge Community Resource Centre, 49 Beach Road, Littlehampton, BN17 5JG
- via any member of our staff or volunteers

You do not need to use specific legal terms for us to treat your concern as a data protection complaint.

We will acknowledge your complaint promptly (and always within 30 calendar days) and will investigate and respond without undue delay. We will keep you informed of progress and provide you with the outcome once the investigation is complete.

Further information about how we handle complaints, including data protection complaints, can be found in our **Compliments and Complaints Policy**.

If you are not satisfied with our response, or believe we have not handled your complaint appropriately, you have the right to complain to the Information Commissioner's Office (ICO).
The ICO can be contacted at:
ICO Head Office
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL
Website: www.ico.org.uk
The ICO will usually expect you to have raised your concern with us first before they will consider your complaint.

Related Policies

This Privacy Policy should be read alongside the **CSWS Confidentiality Policy**, which explains how information shared with CSWS is treated in practice, including the limits of confidentiality.

Production History

Version Number	Date Created/Reviewed	Author/ Reviewer	Production/Revision/Review	Date Approved by Board	Scheduled Review Date
1	Feb 2018	A Hardy	Production	Mar 2018	
2	Dec 22	V Hasted	Review		Dec 23
3	Oct 23	V Hasted	Review		Oct 24
4	Jan 25	V Hasted	Review & Update		Jan 26
5	Nov 25	V Hasted	Update to include use of AI within CSWS		Nov 26
6	Mar 26	V Hasted	Review and Update		Nov 26
7	Jun 26	V Hasted	Update		Nov 26
8	Sept 26	V Hasted	Revision		Oct 27
9	Oct 26	V Hasted	Update to ICO Head Office address		Oct 27