



## Full Privacy Notice

This Privacy Notice explains when and why we collect personal information about you, how we use it and the conditions under which we may disclose it to others. Your personal data is defined as any information that can directly or indirectly identify you. This notice also explains how we keep your data safe and secure and includes information you need to know about your rights and how to exercise them.

If you have any questions regarding our Privacy Notice and our use of your personal data or would like to exercise any of your rights, please get in touch via the following information:

**Email us:** [info@thecarerscentre.org](mailto:info@thecarerscentre.org) - [info@carershub.co.uk](mailto:info@carershub.co.uk)

**Telephone us:** 01273 746 222 - 01273 977000

**Write to us:** The Carers Centre for Brighton & Hove, 18 Bedford Place, Brighton BN1 2PT

If you are unhappy with the way we process your data, you can also make a complaint to the Information Commissioner's Office (ICO) which regulates the use of information in the UK. They can be contacted by:

**Telephone** 0303 123 1113

**Write to the ICO:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Or by going online to** [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

If you are based outside of the UK, the complaint should be directed to the relevant Data Protection Supervisory Authority in that Country.

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## 1. Who are we?

In this Notice, 'The Carers Centre', 'we', 'us', 'our' means:

The Carers Centre for Brighton & Hove - registered charity (1015728) and company limited by guarantee (2758481), with a registered address at 18 Bedford Place, Brighton BN1 2PT. Carers Hub is one the services provided and managed by The Carers Centre for Brighton & Hove.

For the purposes of UK Data Protection Law we are registered as a Data Controller under registration number Z8355467. Our purpose is to support unpaid carers in Brighton & Hove.

## 2. The personal data we collect from you, how we collect it, on what lawful basis and how we use it

Appendix 1 – Human Resources (employees, trustees, job applicants and volunteers)

Appendix 2 – Service Users

Appendix 3 – Donors, website visitor and cookies

## 3. Fundraising and Marketing Communications

Your contact details may be used to provide you with information about our services or our fundraising opportunities via:

- **Post**

We may use your consent or our legitimate Interest to send you fundraising or marketing communications by post. If you prefer not to hear from us this way, please get in touch by using any of the contact details listed at the top of this notice.

- **Phone**

If you have provided us with your telephone number or email address, we may contact you by phone with fundraising and marketing communication under our legitimate interest (unless you are enrolled to TPS or you told us not to do so).

- **Email, text or other electronic message**

We will only send you fundraising and marketing communications by email, text or other electronic message if you have explicitly provided your consent or if you have been involved in a commercial transaction with us. You may opt-out of our fundraising and marketing communications at any time by clicking the unsubscribe link at the end of our marketing emails. Alternatively, you can get by using any of the contact details listed at the top of this notice.

When you give us consent to receive marketing and fundraising communications, we will monitor consent and ensure that you still wish to receive such communications by occasionally reaffirming your consent with us. Our approach is designed to uphold your privacy and information rights, to respect your choices, and to ensure we are not intrusive.

## 4. Your Rights

Under data protection laws in the UK and EU, you have certain rights over the personal information that we hold about you. If you would like to exercise your rights, please get in contact with any of the details listed above. Here is a summary of the rights we think apply:

### a) Right to be Informed

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You have the right to be informed as to how we use your data and under what lawful basis we carry out any processing. This Privacy Notice sets this information out however if you would like further information, please get in touch.

**b) Right of Erasure – also known as the right to be forgotten**

You may ask us to delete some or all of your information we hold about you. Sometimes where we have a legal obligation we cannot erase your personal data.

**c) Right to Object**

You have the right to object to processing where we are using your personal information such as where it is based on legitimate interests or for direct marketing.

**d) Inaccurate personal information corrected**

Inaccurate or incomplete information we hold about you can be corrected. The accuracy of your information is important to us and we are working on ways to make this easier for you to review and correct the information that we hold about you. We will also carry out an annual accuracy check. If any of your information is out of date or if you are unsure of this, please get in touch through any of the contact details listed in this notice.

**e) Right of restriction**

You have a right to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

**f) Right to Access your information**

You have a right to request access to a copy of your personal information that we hold about you, along with the information on what personal information we use, why we use it, who we share it with, how long we keep it for and whenever it has been used for automated decision making. You can make a request for access free of charge and proof of identity is required.

**g) Automated decision making and profiling**

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right to question the outcome of automated decisions that may create legal effects or create a similar significant impact on you. We currently do not undertake automated decision making or any profiling.

**h) Portability**

You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form so it can be easily transferred.

**i) Right to withdraw consent**

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data

## 5. Keeping your information safe

We take looking after your information very seriously. We have implemented appropriate physical, technical and organisational measures to ensure that your personal information is secure when under our control, both on and offline, from improper access, use, alteration, destruction and loss.

When we are provided with personal information about you, steps are taken to ensure that it is treated securely. All information we collect about you is stored securely in the offices in locked cabinets, the keys

for which are also stored securely in a locked cabinet. Electronic data is stored on a secure server and is accessed via password-protected computers that are used only by our employees.

Any personal information that is shared with third parties mentioned in this privacy notices will be communicated via secure email systems. We have put appropriate systems in place to enable third parties to communicate information securely, and third parties are provided with information regarding how to do so. We cannot, therefore, be held accountable for the security of any personal information sent from a third party which is not sent via secure arrangements. Whilst we make every effort to protect your personal information we cannot guarantee the security of any information you transmit to the third parties, and you do so at your own risk. When we receive information about you, best efforts are made to ensure its security on their systems.

## 6. Transferring your information outside of the United Kingdom

Where personal data is stored outside of the UK and the EU, safeguards to protect personal data may include but are not limited to the UK Addendum used in conjunction with the EU Standard Contractual Clauses (SCCs), or UK International Data Transfer Agreement (IDTAs). Such safeguards will be subject to Transfer Risk Assessments (TRAs).

## 7. Making a complaint

If you think your data rights have been breached or you are not happy with how we handle your data, you are able to raise a complaint with us by contacting [info@thecarerscentre.org](mailto:info@thecarerscentre.org). You can also contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

## 8. Whistleblowing

If you need to whistleblow there are a number of options available to you:

For free independent advice on whether what you have witnessed is malpractice and your rights as a whistleblower can be obtained from an organisation called **Protect** who can be contacted on **0203 117 2520**. Please note this is only for advice – Protect cannot take the issue forward for you but if you wish to continue, you can contact our Chair of Trustees by writing to The Carers Centre for Brighton & Hove, 18 Bedford Place, Brighton, BN1 2PT, using an envelope marked 'confidential'. The Chair of Trustees oversees the process towards resolution which should take no more than 28 working days. You can also contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

## 9. Privacy Notice review

This privacy notice is kept under regular review. This privacy notice was last updated in January 2023.

## APPENDIX 1 – Human Resources

### *Freelancers, job applicants and current and former employees, trustees and volunteers*

#### How and when do we collect information about you?

You provide several pieces of data to us directly during the recruitment period and subsequently upon the start of your employment/engagement.

In some cases, we will collect data about you from third parties, such as employment agencies or former employers when gathering references.

#### What types of information is collected about you and who provides it?

We keep several categories of personal data on our employees in order to carry out effective and efficient processes. We keep this data in a personnel file relating to each employee and we also hold the data within our computer systems, for example, our holiday booking system.

Specifically, we may process the following types of data:

- a) personal details such as name, address, phone numbers
- b) name and contact details of your next of kin
- c) your photograph, your gender, marital status
- d) footage of the organisation events where you may appear
- e) information of any disability or other medical information you have disclosed
- f) right to work documentation
- g) information gathered via the recruitment process such as that included in a CV, cover letter or application form, references from former employers, details on your education and employment history etc
- h) National Insurance number, bank account details and tax codes
- i) information relating to your employment with us (e.g job title, job description, salary, terms and condition of the contract, annual leave records, appraisal and performance indication, formal and informal proceedings involving you such as letters of concern and disciplinary, disciplinary and grievance proceedings.
- j) internal and external training modules undertaken
- k) information on time off from work including sickness absence, family related leave etc
- l) IT equipment use including telephones and internet access
- m) your biography and picture for the website (if applicable).

We may also process special category of data which include health information, sexual orientation, race, ethnic origin, political opinion, religion, trade union membership, genetic and biometric data. We may also process criminal records information if the role involves DBS check.

#### How is the information used?

We are required to use your personal data for various legal and practical purposes for the administration of your contract of employment or your volunteer/trustee agreement, without which we would be unable to employ you. Holding your personal data enables us to meet various administrative tasks, legal obligation or contractual/agreement obligation.

#### Lawful basis for processing

We mainly uses 'contractual obligation' as a lawful basis for processing your personal data for employees, job applicants and free lancers. We mainly use 'legitimate interest' for trustees and volunteers. We may

also have legal obligation in order to process and share your data, for example we need to share salary information to HRMC or use some of your data to enrol a new employee on a pension scheme. When processing special category of data, we may use your consent.

We may rely on our legitimate interest for processing activity such as keeping supervision and appraisal records; using your image, bio and videos/pictures of the organisations' events where you may appear on our website or marketing/fundraising materials to promote the charity. When relying on legitimate interest, we may undertake a balancing test to ensure your rights are upheld.

When processing criminal records (for example, in order to perform DBS check), the organisation relies on the lawful basis of legitimate interest, and Condition 10 from Schedule 1, DPA 2018, ("preventing or detecting unlawful acts").

### How long do we keep your data?

We only keep your data for as long as we need it for, which will be at least for the duration of your employment/engagement with us though in some cases we will keep your data for a period after your employment/engagement has ended. If you've applied for a vacancy but your application hasn't been successful, we will keep your data only for 12 months.

Some data retention periods are set by the law. Retention periods can vary depending on why we need your data. Please get in touch by contacting us [info@thecarerscentre.org](mailto:info@thecarerscentre.org) if you want to know more about retention period.

Data is destroyed or deleted in a secure manner as soon as the retention date has passed.

### Confidentiality - who do we share your data with?

Employees within our company who have responsibility for recruitment, administration of payment and contractual benefits and the carrying out performance related procedures will have access to your data which is relevant to their function. All employees have been trained in ensuring data is processing in line with UK GDPR and the Data Protection Act (2018).

Data in relation to your salary is shared with HRMC as part of our legal obligation. Data may be shared with third parties for the following reasons: for the administration of payroll, pension, HR functions (for example the online holiday booking system), administering DBS check. When sharing with third parties, we have data sharing or processor agreements in place to ensure data is not compromised. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

We may have a section on our website or social media where we upload the name, photo and a short bio of our employees. It is in our legitimate interest to have such information available on the website but you have the right to object. Please see section Your rights as Data Subject.

## APPENDIX 2 – Service Users

### How and when do we collect information about you?

The personal information that we obtain about you is collected during the assessment process and the delivery. It includes information from the organisation referring you as well as information that you provide yourself. Written information is submitted to The Carers Centre via secure email and secure online forms. Information is safely stored in our online database system.

## What type of information is collected about you and who provides it?

**Information provided by the referrer (or yourself in case of self-referral) during the referral and assessment processes may be:** referrer name and contact details, reason for referral, name, DOB, gender, sexual orientation, ethnicity, employment status, address, contact details, other members of the carer's household (name, age and relation to the carer), cared-for person information (name, DOB, gender, sexual orientation, ethnicity, address, relation to carer, health condition, GP), type of support needed, any safeguarding issue, risk factors.

**Information collected during the delivery phase:** case notes related to the support received gathered by the staff members. We may take footage of our events for marketing and communication purposes where you may appear.

## How is your information used?

We may use your personal information to

- Carry out a thorough assessment of your needs;
- Provide an appropriate service which best meets your needs;
- Provide you with a carer card;
- Provide progress reports to funders;
- Monitor and manage risk;
- Protect yourself and the general public;
- Safeguarding;
- Conduct research and evaluation;
- Collate anonymised or pseudonymised statistical information for funders, the charity and delivery partners

## Lawful basis for processing

We rely on our legitimate interest when processing your personal data. When processing special categories data (e.g. health data, ethnicity) and when processing information of the cared-for person, we rely on our legitimate interest, supported by Art 9 (2) d of the UK GDPR - processing is carried out in the course of its legitimate interest with appropriate safeguards by non-for-profit body. Personal data is usually not disclosed outside that body without your consent, unless it's necessary for safeguarding reasons (see section below - *Confidentiality, data sharing and safeguarding*). When sharing your information, we may also need to share information about the cared-for person. As consent cannot be given by the data subject, we rely on our legitimate interest, supported by Art 9 (2) g – substantial public interest.

We rely on our legitimate interest when processing information for our case notes related to the support we offer you and when taking pictures/videos of our events and workshop where you may appear, unless we identify a need to ask for your consent (e.g. portray picture for a case study or for marketing material).

## How long do we keep your data for?

We retain the personal data of all service users for a period of six years post-service. After this time, personal data will be reviewed and securely destroyed.

Information relating to individuals who are referred to us who do not, for whatever reason, progress into one of our services, will have their personal data retained for the same amount of time, unless you



request us to delete your data. This is because we want to facilitate your engagement with us if you wish to receive our service in the future.

Data is destroyed or deleted in a secure manner as soon as the retention date has passed.

### Confidentiality, data sharing and safeguarding

Your conversations with your support worker are confidential to the Carers Centre team. The information you tell us remains confidential within the Carers Centre staff team. Support workers receive regular supervision and share carers' information with their supervisor. This is done to maintain a consistent quality of service and to provide support to staff. We keep some written notes and records on our computer database and we can arrange for you to see these.

We may use your consent to share personal data with other organisations (e.g. Alzheimer's Society, Crossroad Care and Brighton & Hove City Council which provide many different carer services in the city) in order to provide you with the support you need (if necessary personal data regarding safeguarding may be shared without your consent). They may act as individual data controller of your personal information and you should read their privacy notices in addition to this one. When sharing your information, we may also need to share information about the cared-for person based on our legitimate interest (see section *Lawful basis for processing* above for more information).

Personal data are not shared with funders. Information to funders are shared only anonymously.

To comply with our duty of care and safeguarding, we may need to pass some information raising safeguarding concern with the authorities or other organisations. In such circumstances, we apply the following lawful basis:

- a) Where an individual's life may be at risk we may processing the data according to the UK GDPR Article 6(d) and GDPR Article 9 (c) where such processing is vital to the individual's life
- b) Where an individuals or child is at risk – UK GDPR Article 6(f) legitimate interest, Article 9(g), substantial public interest, DPA 2018 Schedule 1, Part 2 paragraph 18 Safeguarding of children and of individuals at risk
- c) Where an individuals is at economic risk – UK GDPR Article 6(f) legitimate interest, Article 9(g), substantial public interest, DPA 2018 Schedule 1, Part 2 paragraph 18 Safeguarding of economic well-being of certain individuals

### Involvement with Research and Evaluation

There may, on occasion, be the opportunity to become involved in research and evaluation relating to our programmes. You are under no obligation to become involved in any research and this will not impact upon the service you receive.

## APPENDIX 3 – Donors, website visitor and cookies

### How and when do we collect information about you?

The personal information that we obtain about you is collected via online forms, emails or donating processes.

We may, like many companies, automatically collect the following information when you visit our website. We collect and use your personal information by using cookies on our website - more information on cookies can be found under 'the use of cookies' section below. Wherever we use non-essential cookies we will request your Consent.

### What type of information is collected about you and who provides it?

When you visit our website, the information that are automatically collected are: technical information, including the type of device you're using, your IP address, domain name, the date and time of your visit, the pages you accessed, documents you downloaded, the previous website you have visited and type of browser you are using.

We may also collect information that are provided directly by yourself, for example via the online contact form or email (name, email address, phone number) or when completing a donation via JustGiving (email address, Gift aid information)

### How is your information used?

We may use your personal information to

- deal with your enquiry
- administer donations

### Lawful basis for processing

When processing data about donors, we mainly rely on a contractual obligation. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid).

When processing information about a general enquirer, we are most likely to rely on our legitimate interest.

### How long do we keep your data for?

We keep your data as long as necessary. This means that if you make an enquiry and we've assisted with the enquiry, we will only keep your data for a very short period after your enquiry has been made.

If you've made a donation, we may keep your data for 6 years.

Data is destroyed or deleted in a secure manner as soon as the retention date has passed.

### Confidentiality and Financial transaction – who do we share the data with?

If you make a donation online, your card information is not held by us, it is collected by our third party payment processor (Just Giving), who specialise in the secure online capture and processing of credit/debit card transactions. We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment services providers' privacy policies and practices at:

<https://www.justgiving.com/about/info/privacy-policy/privacy-policy-v30>

We also may disclose your information if required by law, requested by law enforcement authorities, such as HMRC when you claim Gift Aid.

We do not share or sell your data with other third parties for any marketing purposes.

## Social Media

When you interact with us on social media platforms such as Facebook and Twitter, we may obtain information about you (for example, when you publicly tag us in an event photo). The information we receive will depend on the privacy preferences you have set on those types of platforms.

## Cookies

Like many other websites, this website uses 'cookies'. 'Cookie' is a name for a small file, usually of letters and numbers, which is downloaded onto your device such as your computer, mobile phone or tablet. Cookies allow websites recognise your device so that the sites can work more efficiently, and also gather information about how you use the site.

### *How do we use Cookies?*

We use Cookies to distinguish you from other users of our website. This helps us to provide you with a positive experience when you come to our website.

### *The Cookies we use*

We use the categorisation set out by the International Chamber of Commerce in their UK Cookie Guide.

We use the following types of Cookies:

- Authentication - We use cookies to identify you when you visit our website and as you navigate our website
- Status - We use cookies to help us to determine if you are logged into our website
- Personalisation - We use cookies to store information about your preferences and to personalise the website for you
- Security - We use cookies as an element of the security measures used to protect user accounts, including preventing fraudulent use of login credentials, and to protect our website and services generally
- Advertising - We use cookies to help us to display advertisements that will be relevant to you
- Analysis - We use cookies to help us to analyse the use and performance of our website and services

### *No Cookies, please.*

You can opt-out of all our cookies (except the essential cookies). If you have any questions about how we use Cookies, please contact us.

## Links to other websites

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or websites that have links on our site may collect personally identifiable information about you. This Privacy Notice does not cover the information practices of those websites or advertisers.