



Easy-read Privacy Notice – *Service Users*

This is an explanation of how we manage your personal information as well as your rights

1. Who are we?

We are The Carers Centre for Brighton & Hove
Charity registration number 1015728

Contact details:

info@thecarerscentre.org - info@carershub.co.uk
01273 746 222 - 01273 977000

Brighton Junction, 1a Isetta Square, 35 New England Street, Brighton BN1 2PT

2. What information we collect about you, who provides it and when?

- **Information provided by the referrer or by yourself during the referral and assessment processes may be:** 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.

We rely on our legitimate interest when processing your personal data, including special categories data (e.g. health data, ethnicity) and information of the cared-for person.

We rely on our legitimate interest 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).



3. For how long we keep your data

We keep your data for 6 years after your engagement with us. After this time, personal data will be reviewed, and securely destroyed.

If we collect your data as part of the referral process, but for any reason, you do not engage with our services, we keep your data 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.

4. How do we use your information?

Provide the best service for you



Monitor and manage risks



Provide anonymous reports



Safeguarding



5. Confidentiality, data sharing and safeguarding

Your conversations with your support worker are confidential to the Carers Centre team.

We may share information without your consent where we are obliged to by the law or when there are safeguarding reasons.

We ask for 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 order to provide you with the support you need (if necessary personal data regarding safeguarding may be shared without your consent). We may also need to share information about the cared-for person based on our legitimate interest, as we are not able to ask for the cared-for person consent.

6. Security precautions

All information we collect about you is stored securely and we take maximum precautions to ensure its security. We have secure communication arrangements with partners so that any information you share is safe.



7. Your rights are important

You have the right to:

- know what data we hold about you
- correct anything that's wrong
- request the deletion of your data
- complain.

To exercise any of your rights, or to ask any question, please contact us at info@thecarerscentre.org

For the full privacy notice, please visit <https://www.thecarerscentre.org/privacy-policy/>