

Privacy Policy for Carers

Our Privacy Policy covers what kinds of information we collect, why we collect it, legal grounds, how we store it, how you can manage your information, , what information we share and changes in our Privacy Policy.

We promise to respect and protect the personal information (or data) you have provided us with or that we get from other organisations and to keep it safe. We will manage this data effectively and securely so that we can deliver better services to and for you, including our fundraising activities.

We ensure that we use your information in accordance with all applicable laws concerning the protection of personal information. This policy will outline what kinds of data we collect, why we collect it, how we will use, share, and store it, what your rights are, and how you can contact us to manage, edit or delete this information.

If you need to contact us, regarding your personal data or information, or for any other issue, please write to:

Derbyshire Carers Association
Ripley, 3 Park Road. Ripley, DE5 3EF

Tel: 01773 833833

Our Data Protection Officer is of DCA contactable on 01773 833 833

1) Who we are

Derbyshire Carers Association recognise that the responsibility of caring for someone who cannot manage at home without help often places great physical and emotional strain upon the Carer. Whether you care for someone for a few hours a week or for 24 hours a day, we offer a wide range of confidential and independent services, helping you to care.

We also campaign for better resources, help with planning of services with appropriate agencies, and liaise with organisations with similar aims.

2) What kinds of information do we collect?

Derbyshire Carers may collect different types of personal data directly from or about you depending on the activities or services we are offering and that you are taking part in or using.

This can include your name, address, telephone number, email, date of birth, data relating to your personal and caring situations, religion, medical data (if pertinent to the activities or services), and some financial data if you are giving us a donation or receiving a financial grant from us. You may provide us with any or all of this data online, at an event, on paper

or over the phone through a donation form, a sign up form (if requesting information or asking to be put on a mailing list), or by registering for and/or attending an event.

If you are accessing our webpages we may also receive some analytical data from our Internet and webpage service providers. This is anonymous data such as IP addresses, pages visited and time spent on the website.

If you are using Derbyshire Carers secure online donation pages you are routed through to our online donations service provider and the data you give (such as your credit card, bank and/or contact details) is supplied to us so that the transaction can take place.

In some cases, anonymous internet and website data is collected using cookies. Cookies are small pieces of data sent by a web server to collect data from a web browser. It also allows a website to recognise a user and their setting preferences the next time they visit the website and may allow some features to load more quickly. Most browsers will allow you to turn off or manage cookies. Please note that turning off or refusing to allow cookies for the Derbyshire Carers websites can restrict your use of the websites.

3) Why do we collect this information and how will we use it?

We collect this data so that we can carry out our work and develop a better understanding of the people we support and who support us. It allows us to make better decisions, fundraise more effectively and efficiently, and to provide better communications about Derbyshire Carers of interest to you, including about our work, current and future activities, and our awareness, policy and fundraising campaigns.

4) Legal grounds and Legitimate Interest

When we collect and use your personal information, we will make sure this is only done in accordance with at least one of the legal grounds available to us under Data Protection law (GDPR).

One of these is where we have obtained your consent to use your information for a previously notified purpose, such as to send you email/text marketing or to provide you with a product, service or information at your request.

Another is where we have a legal obligation to use or disclose information about you – for instance, where we are ordered by a court or regulatory authority or we are legally required to hold donor transaction details for Gift Aid or accounting/tax purposes.

Another is where we have an obligation to hold data for the necessary performance of a contract or for the purpose of fulfilling our responsibilities in relation to staff and volunteers.

In certain instances, we may collect and use personal information where this is necessary in our legitimate interest as a charity, this includes being able to:

- send direct marketing material to supporters by post or contacting them by telephone for fundraising purposes (subject to checking against the Telephone Preference Service and any existing marketing preferences). See more at Marketing materials below;
- conduct research to better understand who our supporters are and better target our fundraising activity. See more at Fundraising below;
- monitor who we deal with to protect our charity against fraud, money laundering and other risks;
- maintain and administer our donor database and systems.

In all cases, we balance our legitimate interests against your rights as an individual and make sure we only use personal information in a way or for a purpose that you would reasonably expect in accordance with this Policy and that does not intrude on your privacy or previously expressed marketing preferences.

Where we process sensitive personal data (as mentioned above), we will make sure that we only do so in accordance with one of the additional lawful grounds for processing such as where we have your explicit consent or you have made that information manifestly public. When we do this, we will tell you what sensitive personal data we are collecting and why.

Whilst Derbyshire Carers will take all reasonable precautions to safeguard data or information transmissions over the internet, these transmissions cannot be guaranteed to be 100% secure. Any transmission of your data to Derbyshire Carers through internet channels is at your own risk.

5) How do we store and dispose of this information and for how long do we keep it?

Derbyshire Carers takes appropriate actions to make sure that the data we hold about you, whether that is on paper or electronically in a computer file or database, is stored securely. We will only hold this data for as long as it is necessary for the purposes for which it is provided to us. We will dispose of unnecessary personal data using secure deletion methods (electronic) or shredding. We have a retention policy which outlines how long we retain data and for what purpose.

6) How can I manage or delete the information you have about me?

Your rights regarding the data we hold and collect about you are outlined in the data protection policies and legislation of the United Kingdom and, from 25 May 2018, these include: the right to access, edit and update, request the deletion of, and restrict the processing of your personal information, the right to object to the collection of your personal data and the right to lodge a complaint with a supervisory authority about your personal information.

If you would like to find out what personal information/data we hold about you, delete any of this data, contact us Our Data Protection Officer is of DCA contactable on 01773 833 833

7) What information do we share and with whom?

We will never sell your data to other organisations for their own marketing purposes. If we have your consent we may share your data with partners who, with Derbyshire Carers, are jointly delivering an activity or service. This could include sharing data with a third party organisation who provide a service to us and are acting as data processors, for example, Network Partners that work with us in the delivery of our services; and other organisations or individuals that act as fundraisers for Derbyshire Carers or provide information including local councils and the NHS.

We may also share your data in the following circumstances:

- Where we must comply with laws such as those for national security, taxation, or criminal investigations.
- Where we must undertake due diligence, to be sure we are not being used as a channel for criminal activities.
- COVID-19 Vaccination Programme - The Department of Health and Social Care is rolling out a COVID-19 Vaccination Programme based on cohorts meeting specific criteria. In order to ensure you are given the opportunity to take up this vaccination we and the council may share minimum and proportionate information about you to our NHS partners. Your rights under Data Protection Law remain unaffected.

Links to external websites that are made available through the Derbyshire Carers website or in any of our publications are for the purpose of convenience or citation. Derbyshire Carers is not responsible for the content or privacy policies of these other pages. We encourage visitors to review each site's privacy policy before disclosing any personally identifiable information.

8) Privacy and young and/or vulnerable people

This privacy policy applies to everyone, including those who are vulnerable, young people and children. To take part in an activity or service (including fundraising events) or provide any personal data to us, young people under the age of 13 must have permission or consent of a parent or guardian. Derbyshire Carers will seek such consent where necessary. Derbyshire Carers will proactively work to ensure vulnerable people also understand their data rights and any of their data we collect is managed appropriately according to data protection regulations.

9) Complaints

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO). You can contact the ICO on **0303 123 1113**, at registration@ico.org.uk or at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

10) Changes in our Privacy Policy

This Privacy Policy will be reviewed annually, and Derbyshire Carers reserves the right to modify this statement at any time. Last Modified 10th March 2021