

Privacy Notice/Statement Policy

Derbyshire Carers Association Privacy Policy

Derbyshire Carers Association are both the 'controllers' and 'processors of the personal information that we collect about you. As data controllers, we are responsible for how your data is processed.

We collect your data so that we can develop a better understanding of the people we support. By having a better understanding of your personal information, we are able to provide appropriate and person-centred support.

Our contact details

Address: 3 Park Road, Ripley, DE5 3EF

Phone Number: 01773 833833

E-mail: info@derbyshirecarers.co.uk

Our Data Protection Officer (DPO) is Helen Weston, whom you can contact, see the details above if you have any queries about this notice or anything relating to data protection.

The type of personal information we collect

We currently collect and process the following information:

Personal data is information that relates to a living, identifiable person. This can include your name, contact details, and other information we gather to enable us to support you.

It can also include 'special categories' of data, which is information about a person's race or ethnic origin, religious beliefs, physical or mental health.

We are committed to protecting your personal data, whether it is 'special categories' or not, and we only process data if we need to for a specific purpose.

We collect your personal data mostly through our contact with you, and the data is usually provided by you, but in some instances we may receive data about you from other people/organisations. This may include information from partner organisations on the support they offered to you.



How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you. This may be through the registration and referral form or by completing a Carers Assessments and Support Plan. This involves recording identifiable information on Carers and people with care needs as well as a description of the caring role and impacts.

Under the General Data Protection Regulation (GDPR), the lawful base we rely on for processing this information is consent.

You are able to remove your consent at any time. You can do this by contacting us, see the details above.

How we store your personal information

Your information is securely stored electronically on our servers, which are located on-site in the UK and our Charitylog database whose servers are located in the UK.

Information about how long we process your data for can be found in our Data Retention Policy, which can be found on the DCA website. In cases where details of children under 18 are stored, we require the consent of a parent or guardian.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us on the details above if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us on the contact details below;

DPO/CEO
Derbyshire Carers Association
3 Park Road
Ripley
Derbyshire
DE5 3EF
01773 833833
Info@derbyshirecarers.co.uk

If you are not satisfied with the response you receive from us or how we have used your data, you can complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>