



## PRIVACY NOTICE

### 1. Introduction

Carers in Bedfordshire (CIB), charity no. 1135507, is committed to protecting your privacy and security. This Privacy Notice explains when and why Carers in Bedfordshire collects personal information, how we use it, keep it secure and in what circumstances we may share it with other organisations.

This Privacy Notice applies to anyone CIB comes into contact with, including but not exclusively; carers, individuals with care needs, people living with memory loss or dementia, volunteers, supporters, suppliers, professional contacts, staff, the general public.

#### ***Data protection principles***

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

We will never sell your personal data and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed.

Any questions you have in relation to this policy or how we use your personal data should be addressed to the Chief Executive Officer, Carers in Bedfordshire, Suite D1, Emerald Court, The Pilgrim Centre, Brickhill Drive, Bedford, MK41 7PZ

Tel: 0300 111 1919

Email: [contact@carersinbeds.org.uk](mailto:contact@carersinbeds.org.uk)

### 2. Why we collect information about you

We collect data you provide to us in order to carry out our routine activities to further the mission of the charity. The personal information we collect from you will depend on your connection with Carers in Bedfordshire, for example:

- If you are a carer, person with memory loss or dementia, or other client of CIB, we need to be able to contact you, and have some information about your caring role or condition, in order to deliver a service to you.
- We also need to hold some personal information about clients accessing our services to fulfil our legal obligations to the organisations who fund our work.
- If you are or would like to be a volunteer, we need to know where you live and how to contact you and support you in your volunteering.
- If you are a donor to CIB, we need to hold some personal information about you in order to process your donation and satisfy the legal requirements of the Charity Commission and HMRC.

- If you are a staff member or contractor, we need to hold some personal data in order to fulfil our contractual obligation to you.

Failure to provide us with the necessary personal information may result in us being unable to provide you with a service or activity. The reasons for this will be explained to you.

### **3. What Information we collect**

#### ***Personal data you provide***

We collect data you provide to us in the course of our routine activities. This includes information you give when joining or communicating with us. For example:

- Personal details (name, date of birth, email, address, telephone etc.) when you become a registered carer or client, a volunteer or supporter.
- If you are a carer, details of your caring role, and limited information about the individuals you care for financial information (payment information such as credit/debit card or direct debit details, and whether donations are gift-aided.
- Medical and next of kin information when you attend an event when this is necessary.

#### ***Specials categories of personal data***

Carers in Bedfordshire obtains and processes Special Category Data only where fully justified, including in the following situations:

- Where it is appropriate to carry out diversity monitoring, with the explicit consent of the Data Subjects
- Where the medical diagnosis or condition of an individual client is pertinent or essential for the delivery of the charity's routine activities
- For staff, volunteers or contractors, information about health, including any medical condition, health and sickness records.
- For staff, volunteers or contractors, Information about criminal convictions and offences
- In case of an accident taking place during our activities. Under this circumstance we may be required to share this data with statutory authorities.

We will also ask you for personal information such as your religious beliefs, ethnic background, and sexual orientation, but this information will only be held with your explicit consent. The purpose for collecting this information is for monitoring purposes to help us ensure that our services are fully accessible, our staff and volunteer reflect the community we serve, and to inform the further development of services. It will not restrict clients' access to a service if you choose not to provide this detail.

#### ***Information about a third party***

If you provide information about a 3rd party (typically either the person you care for or an emergency contact) we will need to confirm that they are aware of this, the personal information that we hold and their rights under data protection legislation.

#### ***Information from third parties***

We sometimes receive personal data about individuals from third parties. For example, if we receive a referral from another agency. This will usually have taken place with your consent.

If you have supported CIB your information may be shared with us by independent third parties when you have given your consent (for example, Justgiving or Virgin Money Giving). You should check their Privacy Notice when you provide your information to understand fully how they will process your data.

We may collect information from social media where you have given us permission to do so, or if you post on one of our social media pages.

### ***Staff, contractors and volunteers***

We may collect extra information about you (e.g. references, criminal records checks, details of emergency contacts, medical conditions etc.). This information will be retained for legal reasons, to protect us and you (including in the event of an insurance or legal claim) and for safeguarding purposes.

## **4. How We Use Information**

We will only ever use your personal information for the purpose it was collected and to further our charitable mission. This includes:

- Maintaining databases of our clients, volunteers, suppliers, members and supporters; performing our obligations under contracts
- Fulfilling orders for goods or services (whether placed online, over the phone or in person)
- Helping us respect your choices and preferences (e.g. if you ask not to receive specific or marketing material, we'll keep a record of this).

We collect information about you, including in order to:

### ***Carers and clients***

- Provide information, advice and support to you
- If you have requested it, send you our quarterly magazine, Carers. This covers services and information of interest to carers, carers' stories and tips, and limited information about the charity's fundraising and volunteering opportunities
- Seek your views or comments on the services we provide; notify you of changes to our services
- Send you information on services that we believe may meet your needs, including those provided by other agencies
- Inform our future service development to ensure that these are fully accessible
- Provide anonymised monitoring information to our funders to demonstrate the take up and effectiveness of services;

You may indicate how you would prefer to hear from us about services, delivered by Carers in Bedfordshire or other agencies, that will support you in your caring role. You may change your preferred communication method at any time.

### ***Volunteers***

- Keep you up to date with volunteering opportunities
- Seek your views on your volunteering experience
- Notify you of changes to our services

### ***Donors and supporters***

- Receive and process donations (e.g. direct debits or gift-aid instructions)
- Fulfil our obligations to the Charity Commission and HMRC

### ***Staff and suppliers***

- Check your legal entitlement to work in the UK
- Paying you, and if you are an employee, deducting tax and National Insurance liaising with a pension provider administering the contract we have entered in with you

See CIB Privacy Notice: Employees, Workers and Contractors for further information.

And, if you have agreed, send you details of other services or activities including Carers Discount Card offers, job and volunteering opportunities, and details on how to support our work through fundraising. See **Marketing** below. We do not use automated decision making or profiling.

## ***Anonymised data***

We aggregate and anonymise personal data so that it can no longer be linked to any particular person. This information is usually used to report to funding bodies on our charitable activities. This information also helps inform our actions and improve our services.

## **5. Disclosing and Sharing Data**

We will **never** sell or rent your personal data. If you have opted-in to Marketing communications, we may contact you with information about third party products and services, but these communications will always come from CIB and will usually be incorporated into our own communications (e.g. leaflets or articles in magazines or email newsletters).

We may share personal data with subcontractors or suppliers who provide us with services. For example, our Carers magazine mailing is organised by a third party provider, and, if you have opted to receive the magazine by post, your name and address will be shared with the company we use. These activities will be carried out under a contract which imposes strict requirements on our supplier to keep your information confidential and secure.

Occasionally, where we partner with other organisations, we may also share information with them (for example, if you are registered with Dementia services which we operate in partnership with Tibbs Dementia Foundation and the Alzheimer's Society). We'll only share information when necessary and for the purposes that you have provided the data to us.

## **6. Marketing**

Marketing does not just mean offering things for sale. For CIB, marketing means communicating with you about topics including:

- Products and services, from CIB and other agencies; discounts and offers
- Job opportunities; volunteering opportunities, including full membership and opportunities to join the CIB Board fundraising and appeals that you might be interested in but that you would not necessarily expect to hear from us about as part of your primary relationship with us as a carer, volunteer, etc.

We ask for your explicit consent to receive communications about topics such as these. This is called "opt-in". This means you have the choice as to whether you want to receive these marketing messages and be able to select how you want to receive them (post, phone, SMS text message, email).

You can choose to unsubscribe from general marketing communications without giving up your subscription to Carers regular magazine. However, please be aware that Carers magazine does include some fundraising and volunteering information.

You can decide not to receive marketing communications or change how we contact you at any time.

## **7. Young people**

CIB offer support services to young carers under the age of 18, and young people under 18 may also attend other services with their parents or guardians. To deliver these services safely it is necessary for us to collect data.

When we collect and manage information from young people under the age of 18 we aim to manage it in a way which is appropriate for the age of the child. Information is usually collected at the point of referral and/or when young people attend an activity. The information we collect includes medical information for Health and Safety purposes.

We won't use young people's personal data for marketing purposes and we won't profile it.

### ***Parental permission***

If your child is under 18 then we'll need permission from you as their parent or guardian for them to be registered with CIB, to attend events without parents or guardians and to be included in a photograph for reporting or promotional purposes.

### ***Information for parents***

We take great care to protect and respect the rights of individuals in relation to their personal data, especially in the case of children. If your child is under 18, we'll only use his or her personal data with your consent.

## **8. How we protect data**

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information.

All electronic forms that process personal data are encrypted.

### ***Payment security***

If you use a debit or credit card to donate or to purchase a product or service we will only collect the relevant payment information needed for the transaction. We will not request pin numbers or bank security information.

## **9. Storage**

### ***Where we store information***

The information which you provide to us may be transferred to servers within the European Union ("EU") or countries and companies designated as adequate under the General Data Protection Regulation which provide similar protection to those located in the UK. Some organisations which provide services to us may transfer personal data outside of the EEA, however these transfers will be subject to adequate data protections.

### ***How long we store information***

We are required to make sure that we use and store information for so long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in question and what it is being used for.

We have retention periods for different types of data, which are reviewed regularly by the Board and management of CIB.

## **10. Keeping you in Control**

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- The right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request)
- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- The right to have inaccurate data rectified
- The right to object to your data being used for marketing or analysis

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please write to our Chief Executive Officer, Carers in Bedfordshire, Suite D1, Emerald Court, The Pilgrim Centre, Brickhill Drive, Bedford, MK41 7PZ.

### ***Complaints***

You can complain to CIB directly by contacting our Chief Executive Officer using the details set out above. If you wish to make a complaint (including a complaint about fundraising activity) which does not directly relate to your data protection and privacy rights, you can do so in accordance with our charity's complaints policy.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk)

## **11. Cookies and Links to other Sites**

### ***Cookies***

'Cookies' are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as expected.

### ***Links to other sites***

Our websites contain hyperlinks to many other websites. We are not responsible for the content or functionality of any of those external websites (but please let us know if a link is not working).

If an external website requests personal information from you, the information you provide will not be covered by CiB's Data Protection Policy. We suggest you read the privacy policy of any website before providing any personal information.

### ***Social Media Sites***

We operate a number of social media pages (including Facebook, Twitter). Although this policy covers how we will use any data collected from those pages, it does not cover how the providers of social media websites will use your information. Please ensure you read the privacy policy of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

## **12. Changes to this Privacy Notice**

We will amend this Privacy Notice from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Notice will always be posted on our website.

This Privacy Policy was last updated on 21<sup>st</sup> September 2020.