

Care for Carers – Privacy Statement

Care for Carers as an organisation has a responsibility to protect and respect your privacy and to look after data provided to us.

This privacy statement explains what data we collect, how we use that data, where we store the information, how long we store the data and how we store your details securely.

What and how is information being collected?

When you make contact with us via phone, email, letter or applications for services such as Stepping Out Short Breaks, Newsletters or Day Breaks, by self-referral or by referral from a third party or agency the personal information you give us will be stored securely by;

- Care for Carers Online Case Record Management System -Charitylog

All personal information provided is confidential and will not be shared unless we are required to do so or with your consent.

The Case Record Management system used by Care for Carers is Charitylog, a fully cloud based system provided by Dizons Ltd. It is hosted on servers in Rackspace in Slough UK and uploaded documents are hosted on AWS in the UK. Dizons carry out regular penetration tests and update the system to deal with any new vulnerabilities. Management of the servers is done through a Managed Server contract with Rackspace. The Charitylog system can have 2 factor authentication using a mobile phone to receive a code if required. Dizons Ltd have Cyber Essentials Plus ISO27001 and ISO9001 accreditations.

Care for Carers will not sell your personal information.

All personal information is stored on password protected systems and/ or accessed by individual log-ins, company usernames and passwords and is only accessible to Care for Carers staff members and management volunteers. All of our staff comply with confidentiality policies and good working practices ensure that data is kept safe at all times.

How long do we store data?

Care for Carers will keep your personal information for as long as is necessary to provide you with the information or services that you require from us. Any postal mail that is sent out and returned as no longer known will result in all the persons data relevant to that address being removed from our database system. This is part of our processes to keep our database information up to date. You can request to be removed from our database at any time. If you do request to be removed from our database we will make sure this has happened within 30 days of your request. We will regularly ask carers whether they want to remain on our system.

Care for Carers must comply with all legal and financial obligations as well as business requirements. This means that some information, such as anything concerning financial retention rules will have to be kept for 7 years. The majority of information in relation to service provision is kept for a period of 2 years. This is mainly in relation to us needing to use information for statistical purposes such as for monitoring and reporting requirements of funders.

Care for Carers will provide you with personal data held within one month of all reasonable requests.

CONTROLLER TO CONTROLLER DATA SHARING TERMS

Care for Carers are required to share data for the Carer Census returns to the Scottish Government. Data shared with the Scottish Government is used only for statistical research. All pieces of information which could identify you, such as names and dates of birth will be removed before the data is used by statisticians and/or researchers. Where Personal Data is processed in the course of or for the purpose of the Project, the provisions of this Schedule will apply.

1. Each of the Parties will be a Data Controller in relation to those Personal Data and it will comply with the following in relation to any Personal Data which it Processes in connection with the Project. It will:
 - 1.1 Process that Personal Data in accordance with the Data Protection Legislation, affording to Data Subjects such rights and protections as they have under the Data Protection Legislation;
 - 1.2 Process that Personal Data only for the purpose of carrying out the Project;
 - 1.3 Take technical and organisational measures as may be appropriate to ensure the security of that Personal Data and the reliability of its employees, staff, officers and agents who may have access to, or be involved in, the Processing of that Personal Data. Without prejudice to the generality of the foregoing, it will keep that Personal Data secure from any unauthorised or accidental use, access, disclosure, damage, loss or destruction;
 - 1.4 Give the other Party such information and assistance as it reasonably requires in order to enable the other Party to meet its obligations to Data Subjects, in particular complying with Data Subjects' requests for access to, information about, and the rectification of their Personal Data;
 - 1.5 Notify the other Party immediately should it receive any request or enquiry from any Data Subject in relation to the Personal Data being Processed for the purpose of the Project, give the other Party such assistance in dealing with that request or enquiry as it may reasonably request;
 - 1.6 Notify the other Party immediately of any actual or suspected breach of security which involves that Personal Data or breach of this paragraph 1; and

2. Not transfer that Personal Data outside the European Economic Area without consent.
3. Each Party will allow the other Party at all reasonable times to inspect and review the steps being taken by it to comply with paragraph 1 above, and will give the other Party any assistance which it reasonably requires with that inspection and review.
- 4.. Paragraphs 1 – 3 above (both paragraphs inclusive) will continue in full force and effect for so long as a Party is a Data Controller or shares any Personal Data with the other Party, notwithstanding the termination of this Agreement or the completion of the Project.

Your rights

All charities come under the supervisory authority of the Information Commissioners Office. To find out about all your rights on data protection please search:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Care for Carers can be contacted at:

St Margaret's House, 151 London Road, Edinburgh, EH76AE