

**Swansea Carers Centre
General Data Protection Regulations
Privacy Notice (Clients)**

Information about how Swansea Carers Centre uses your personal data.

Identity and contact details of Swansea Carers Centre

Our postal address is:

Swansea Carers Centre
Ty Finlay
Prince of Wales Road
Swansea
SA12EX

website www.swanseacarerscentre.org.uk .

Swansea Carers Centre is a specialist voluntary organisation providing support to unpaid carers and former carers. We offer information, advice and support to make life easier for the carer and the person they are looking after. We provide opportunities for people to meet other carers, share experiences and work together to get things changed for the benefit of everyone.

As a Charity, we must comply with all relevant legislation relating to data handling. The Information Commissioner's Office (ICO) is the supervisory authority in the United Kingdom established to ensure that your data rights are upheld.

What kinds of information do we collect?

Swansea Carers Centre 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 and NI number if you are giving us a donation, receiving a financial grant or completing a welfare benefit form. You may provide us with any or all of this data online, at an event, on paper or over the phone 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

How do we use your use your personal data

Here are some examples of how we collect and use your data:

Providing a service

We hold the details of these people who have requested a service in order to provide it. However, we only use these details to provide the service requested or for other closely related services.

Personal information can also be provided to us by a Third Party such as the local authority if you have requested that service and we have been commissioned to provide it e.g. via our Respite Service

Marketing

Email/text marketing

If you actively provide your consent to us along with your email address and/or mobile phone number, we may contact you for marketing purposes by email or text message. By subscribing to Swansea Carers Centre emails or opting in to email communication from Swansea Carers Centre you grant us the right to use the email for email marketing purposes. You can unsubscribe to emails at any point

Post/telephone marketing

If you have provided us with your postal address or telephone number we may send you direct mail or telephone you about our work if you have consented to receive such communications.

Recruitment

When individuals apply to work or volunteer for Swansea Carers Centre, we will only use the information they supply to process their application and to monitor equal opportunities statistics. Personal information about unsuccessful candidates will be held for six months after the recruitment process has been completed, it will then be destroyed securely.

Once a person has taken up employment or volunteering with Swansea Carers Centre we compile a personnel file relating to their employment or volunteering. The information contained in this is kept secure and will only be used for purposes directly relevant to that employment.

The source of personal data

The vast majority of personal data we hold will have been provided to us directly from you. There are occasions where personal data is collected about you in other ways.

This includes:

- When partner agencies share information with us to provide a joined-up service to you. This will have to have been done with your permission.
- When you access a service that we have been commissioned to deliver by the Local Authority, the Local Authority will share your details with us in order for us to be able to deliver that service.

People we share data with

Some funders require us to share data with them regarding individuals accessing services that they fund. If the funder requires data that can identify you as condition of the funding you will be notified of this when signing up to a project or service.

Such arrangements are subject to data processing agreements with strict rules on processing to keep the data secure.

The legal basis by which we keep your data

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.

Consent

This 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.

Legal Obligation

This 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.

Contract

This 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.

Public task

This is the processing necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law. E.g. as a commissioned provider of services for the Local Authority

Legitimate interests

This is the processing necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

How long we keep your data

Data is held for no longer than is necessary and Swansea Carers Centre follows legal guidelines on how long information should be kept before it is securely destroyed. Our Data Retention Policy is available on request.

The timeframe for holding data is different depending on the type of data involved.

Your data rights as an individual

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

We can assist you in accessing your data rights as follows:

Subject Access Request

You have a right to know what data we hold on you. To make a subject access request, the individual should send the request to admin@swanseacarerscentre.org.uk. In some cases, the Charity may need to ask for proof of identification before the request can be processed. The Charity will inform the individual if it needs to verify his/her identity and the documents it requires. The Charity will respond within 1 month and no charge will be made.

Subject access requests

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- Individuals have the right to make a subject access request. If an individual makes a subject access request, the Charity will tell them:
- whether or not their data is processed and if so why, the categories of personal data concerned and the source of the data if it is not collected from the individual;
- to whom their data is or may be disclosed, including to recipients located outside the European Economic Area (EEA) and the safeguards that apply to such transfers;
- for how long their personal data is stored (or how that period is decided);
- their rights to rectification or erasure of data, or to restrict or object to processing;
- their right to complain to the Information Commissioner if they think the Charity has failed to comply with their data protection rights; and
- whether or not the Charity carries out automated decision-making and the logic involved in any such decision-making.

The Information Commissioner regulates data handling by organisations in the U.K and work to uphold the data rights of citizens and the [Information Commissioner's website](#) provides more information on the rights available to you.

Withdrawing consent

If you consented to providing your personal information to us and you have changed your mind and you no longer want the Swansea Carers Centre to hold and process your information, please let us know. Withdrawing consent should be as easy to do as when you provided consent in the first place. If that isn't your experience with a particular service it is important you let us know of your difficulties so that we can put that right.

If you encounter any difficulties in withdrawing consent, please contact The CEO by emailing admin@swansecarerscentre.org.uk or by writing to:

CEO
Ty Finlay
Prince of Wales Road
Swansea
SA12EX

Changes in our Privacy Policy

We will notify you through a notice on our website, or in some cases directly by your preferred form of communication, of any significant changes to this Privacy Policy. This notice will be clearly highlighted on the www.swansecarerscentre.org.uk website. The effective date of each update will be displayed at the beginning of this statement.

This Privacy Policy will be reviewed annually and Swansea Carers Centre reserves the right to modify this statement at any time.

Swansea Carers Centre is a registered charity in England and Wales (1108865) and is registered as company limited by guarantee in England and Wales (No. 5352055).