**Privacy Notice for Cornwall Carers Service**

**Who we are**

**Cornwall Rural Community Charity (CRCC) is committed to protecting your privacy and security and ensuring you remain informed and in control of your information.**

This notice explains when we use your personal information, how we use it, how we keep it secure and in what circumstances we may share it with other organisations. We want you to be clear and comfortable with how we collect your personal information and what we do with it. For the purposes of the Cornwall Carers Service, CRCC is a data controller.

Our Head Office is at:

CRCC

1st Floor

The Chambers

Penryn Street

Redruth

TR15 2SP

[www.cornwallrcc.org.uk](file:///C%3A%5CUsers%5Cnicki%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5CYNCQ7QA0%5Cwww.cornwallrcc.org.uk)

If you have any questions about how we use your information or how to exercise your rights, please email us at dataadmin@cornwallrcc.org.uk, or write to the Compliance Manager at our Head Office address above.

**What is ‘personal information’?**

Personal information can be anything that identifies and relates to a living person. This can include information that when put together with other information can then identify a person. For example, this could be your name and contact details.

**What information will we need and why?**

When you are supported by Cornwall Carers Service, we may collect personal information about you, for example, details about you and your caring role, age, gender, other people that might be helping you to manage at the moment, like a social worker or mental health professional. This information will be held by us and used:

* to provide the best possible service to children, young people and families by understanding their needs and providing quality interventions
* to help us decide with you what kind of support you need
* to contact you in relation to the support we may provide
* for effective safeguarding of children, young people and families.
* to let you know about other services and organisations that may be of help to you
* learn as an organisation to develop best practice across the services we offer

We may also collect more sensitive personal information, such as medical information (known as *special category data)* to ensure we can support you with any health needs you may have.

**When will we share information about you?**

We will never sell your personal data and will only share it with an appropriate organisation either with your consent or unless the law requires us to. In this instance, Cornwall Carers Service is a partnership with the following organisations: Cornwall Council, Cornwall Rural Community Charity, Disability Cornwall & IoS, Age UK CIoS, Barnardo’s and Promas, and therefore your information will be accessible across the partnership. We will always seek your consent to share information outside of the partnership.

For children or adults who are, or are expecting to be, parents, your data may be shared with Cornwall Council in order to support the requirements of the Supporting Families Programme.

**What does the law say about how we use your information?**

Anything we do with your information is referred to as ‘processing’; this means collecting it, storing it, sharing it and disposing it. Under GDPR and the Data Protection Act 2018, CRCC is legally required to ensure that your information is:

• Fairly, transparently and lawfully processed

• Processed only for specified purposes

• Adequate, relevant and limited to what is necessary

• Accurate and kept up to date

• Not kept for longer than is necessary

• Kept secure

• Not transferred outside of the UK without adequate protection

**Keeping you in control**

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

* *Right to be informed* – we will provide you with privacy information whenever data is collected, which tells you about that processing (e.g. this privacy notice)
* *Right to access* – this means you can ask to see what personal information we hold about you, for what purpose, on what lawful basis, where in came from, who it will be shared with, and how long it is expected to be held for. We are required to verify who you are before we do so. We cannot give you information about another individual unless you are legally permitted to act on their behalf or we have the individual’s explicit consent.
* *Right to rectification* - have errors or inaccuracies in your personal information corrected.
* *Right to erasure* - have excessive or irrelevant personal information deleted (in most cases) where we have no reason to continue to use it.
* *Right to restrict processing:* you can ask us to stop processing your information where: the information is not accurate, or where you believe we are using it unlawfully.
* *Right to object*: you have the right to object to us using your information at any time. This effectively means that you can stop or prevent us from using your data (in most cases).
* *Right around automated decision-making* including profiling- not have solely automated decisions made about you based on your information.

NB: CRCC does not use automated decision-making or profiling. Decisions about you are always made with you and by a human!

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.

**Our lawful basis for processing**

Data protection laws says that we have to have a lawful basis for processing people’s information. Cornwall Carers Service relies on:

* **Public task:** Cornwall Carers Service is commissioned by Cornwall Council. As they are a public service, this means the service is part of the Council’s provision that is in the public interest.
* **Consent:**  We will seek your consent if we need to share your information with another organisation.
* **Legitimate interests:** where we may contact you with ongoing information and news about CRCC that may be of interest to you.
* **Vital interests:** if we have any serious concerns about your welfare, we may need to pass on key information to medical staff in order to protect your life

**How we protect your information**

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.

* Our website and our operation are based exclusively in the UK.
* Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). We always ensure the systems we use are GDPR-compliant.
* Storing paper documents securely in locked cupboards/locked boxes and destroying paper documents promptly when they are no longer needed.
* Our staff and volunteers receive data protection training and we have a set of detailed data protection procedures which staff are required to follow when handling personal data.
* We carry out regular data audits to ensure the quality and security of the data we hold.

**How long will we hold your information?**

We will hold your personal information on our systems for as long as you are registered with us and/or where we are legally required to hold them for a specified time.

Where there is not a specified time period for retention in law or in official government guidelines, we follow best practice guidelines from the Information Commissioner’s Office and carefully consider an appropriate retention period for the personal information we hold.

**Marketing**

CRCC does not undertake unsolicited marketing and will not sell, rent or otherwise share your information to third parties for marketing purposes.

**Complaints**

You can complain to CRCC directly by contacting our Compliance Manager at our Head Office using the details set out above.

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.

You can also contact them for independent advice about data protection, privacy and data sharing issues. You can contact the Information Commissioner’s Office (ICO) at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113

Alternatively, visit [www.ico.org.uk](http://www.ico.org.uk/) or email casework@ico.org.uk.