

Privacy policy / notice

Bolton Carers Support regards the protection of individuals' personal data to be of the greatest importance and complies with the requirements of the Data Protection Act 2018, which was introduced on 25th May 2018.

This privacy policy explains when and why we collect personal information; how we use it, keep it secure and in what circumstances we may share it with other organisations.

Who we are

Bolton Carers Support (BCS) is a local independent charity and Company Limited by Guarantee. We provide a range of practical and emotional support services to unpaid carers of all ages across the geographical area of Bolton. Our main funders are; Bolton Council, Bolton NHS Clinical Commissioning group, and project work financed by other external funders, whom we have agreements with to:

- Identify carers through development work
- Deliver a wide range of information, advice and support services
- Provide training and breaks for carers
- Provide welfare benefits advice

Why do we collect information about you?

When you contact us for information, advice or support relating to your caring role you are engaging with us in an agreement for the provision of those agreed services (known as a 'contract' for lawful processing). Failure to provide us with the necessary personal information may result in us being unable to provide you with the service or could result in a delay in this provision.

When do we collect information about you?

We collect information about you when you register with us or engage with BCS, including any on-line resources available from our website.

What information do we collect about you?

The personal information we collect will include your name, address, age (date of birth), contact details, and details of your caring role.

We will also ask you for personal information such as your ethnic background, and health, 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 and to inform the further development of these. It will not restrict your access to a service if you choose not to provide this detail.

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

If you pay for events over the telephone, we also collect your credit/debit card details in order to process your payment via Payatrader (Acceptacard Ltd.). We do not store credit/debit card details.

Acceptacard Ltd’s Privacy Notice is available at <https://www.payacardservices.com/privacy/>

How will we use the information about you?

We collect information about you and your caring role, in order to:

<i>Purpose</i>	<i>Legal Basis</i>
<ul style="list-style-type: none"> carry out our obligations arising from any agreement entered into by you and us, for the provision of information, advice and support to you in relation to your caring role; 	Legitimate Interest Consent
<ul style="list-style-type: none"> carry out personal casework i.e. Welfare Benefit checks 	Consent
<ul style="list-style-type: none"> seek your views or comments on the services we provide; 	Legitimate Interest Consent
<ul style="list-style-type: none"> notify you of changes to our services; 	Legitimate Interest Consent
<ul style="list-style-type: none"> send you communications which you have requested; 	Consent
<ul style="list-style-type: none"> inform our future service development to ensure that these are fully accessible 	Legitimate Interest Consent
<ul style="list-style-type: none"> provide <u>anonymised</u> monitoring information to our service commissioners and funders to demonstrate the take up and effectiveness of services; with specific reporting by characteristics such as area, age, caring responsibility, or background; 	Legitimate Interest Consent
<ul style="list-style-type: none"> send you details of upcoming activities, carer focussed news, and information about how you could support our work. 	Consent
<ul style="list-style-type: none"> inform your GP that you are registered as a carer or share information with other agencies to provide services and support. 	Consent

How long we hold your information

We will hold your personal information on our systems for as long as you are registered for our services. However, for monitoring purposes this will keep anonymised information for up to 3 years after the point when you tell us that you are no longer a carer, or no longer require our services.

We review our retention periods for personal information on a regular basis in line with legislation and best practice.

Who has access to your information?

Access to your information is confidential, and will be available only to BCS staff, trustees and volunteers for the specific purpose of providing you with the information or support requested. Our database (CiviCRM) is a secure cloud-based database system, managed by GMCVO Databases and all internet traffic is via high security encrypted code so there is no possibility of your data falling in to the wrong hands. Some information relating to casework may be held in paper files and these files are secured in locked cabinets. Access to these files is restricted to the caseworker and/or Chief Officer.

GMCVO Database's Privacy Policy is available at <https://www.gmcvodatabases.org.uk/privacy-policy>

Marketing

BCS does not undertake unsolicited marketing and will not sell, rent or otherwise share your information to 3rd parties for marketing purposes.

We do send out information about our services and updates relating to carers, legislation changes, initiatives, activities and requests for support typically via the Carers Contact (our magazine), e-bulletins or other targeted communication.

Should you no longer wish to receive this information at any point simply let us know and we will ensure you are removed from our mailing list. Either use our online [contact form](#) or telephone on 01204 363056.

Your rights under the Data Protection Act 2018

From the 25th May 2018, your rights under Data Protection legislation are as follows:

The right to:

- *Be informed.* Met by access to this Privacy Policy.
- *Access your own data and confirmation of how it is processed*

- *Rectification* of any of your personal data if it is inaccurate or incomplete.
- *Erasure (right to be forgotten)*. You can withdraw consent for us to hold your sensitive data at any time, but most personal data is held under the service contract and in order to have this information removed you must agree to disengage completely from the service. Once information has been deleted it cannot be recovered.
- *Time-limits*. BCS will ensure that we will provide the necessary data, no more than a month after receiving a request (Subject Access Request) for information about any of their rights, from a data subject.
- *Restrict processing*. When you request that processing is restricted it will be excluded until such time it has been confirmed that the data has been corrected or that it is being processed in the way that complies with the legal purpose.
- *Data portability*. You have the right to your personal data in a format that is machine readable.
- *Object*. You have the right to object to how we process your information.

With regards to your rights in relation to automated decision making and profiling BCS does not use profiling or automated decision making.

If you believe that any of your personal details need to be corrected, updated or you no longer wish to access the services provided by BCS, then please call us on our Carers Helpline number 01204 363056 and we can immediately update our system.

If you would like a copy of some or all of your personal information or to exercise one of the other rights, please use our feedback form or write to us at the address in the [‘Contact us’](#) section, letting us know what specific information you would like. Please note that in order to establish your identity we will need to undertake security checks and will use the details already recorded on our system to contact you.

Profiling

BCS does not analyse your personal information for profiling purposes.

Our website

‘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 or 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.

Our website contains links to other websites. This privacy policy only applies to our website and services so when you link to or from other websites you should read the privacy policies on that site.

By using our [website](#) you are agreeing to be bound by this policy

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, you will need to get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you, the information which you provide to us may be transferred to servers within the UK only, and companies designated as adequate under the Data Protection Act 2018 and provide similar protection to those located in the UK.

If you use our services while you are outside the EU, your information may be not be governed by legislation to the same standard and we are not able to guarantee the security of your information.

Changes to our privacy policy

This document will be reviewed annually, and may be changed from time to time, so please check back to this policy to ensure you are happy with any changes made.

Complaints

Whilst we hope that you do not feel the need to complain about how we protect your information, we would invite you to contact us in the first instance using the address details below.

However if you are unhappy with our response or you would like to report your concerns to the Information Commission Office direct then a link is available on their website <https://ico.org.uk/> or call them on 0303 123 1113.

How to contact us

You can **contact us** if you have any questions about our privacy policy or information we hold about you;

Online Use the 'Contact us' link or email to info@boltoncarers.org.uk

Telephone 01204 363056

Post Bolton Carers Support, Thicketford Centre, Thicketford Road, Bolton, BL2 2LW

Reviewed: May 2018

Next review date: May 2019