

Carers Voice Norfolk & Waveney Privacy Policy

Our contact details

Carers Voice Norfolk & Waveney, Registered Charity Number 1162438 (England & Wales)

Address: C/O: St Clements House, 2 - 16 Colegate, Norwich, Norfolk, NR3 1BQ

Phone Number: 07506768405

E-mail: info@carersvoice.org

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Locality
- Carer status
- Consent
- We also get involved in a number of projects alongside our day-to-day engagement and the type of personal data we collect may vary within our project work.

Categories of personal data we may collect

The type of personal data we collect will vary depending on the purpose for collecting the data. These are some of the categories of personal data we may collect. (Please note we will state the purpose for collecting the data at time of collection and it will only be stored for this purpose.)

- Personal details
 - Name
 - Date of Birth/Age
 - Gender
 - Marital status
- Contact details
 - Name
 - Phone number
 - Email address

- Special category data
 - Racial or ethnic origin
 - Religion or philosophical beliefs
 - Sexual orientation
 - Health data including disabilities
- Employment history
 - Job/Profession
 - Former employers/ work history
 - References
- Locational data
 - First half of postcode
- Preferences
 - Preferred contact method
- Consent
 - Any permissions or consents relating to collecting and processing individual's data
 - Consent for who we might share individual's data with

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Membership of Carers Voice Norfolk & Waveney
- Carers Identity Passport
- When you give it to us directly. For example, personal information that you submit through our website or any personal data that you share with us when communicating with us via phone, email, post or in person.
- When you visit our website
- When you complete our surveys

We also receive personal information indirectly, from the following sources in the following scenarios:

- Your personal data may be shared with us by third parties including organisations we work closely with such as the Carers Matter Norfolk service

We use the information that you have given us in order to:

- Process and manage your membership

- Communicate with you regarding membership-related matters. We use Mailchimp for our communication with our membership. Mailchimp's privacy policy can be found at <https://mailchimp.com/legal/privacy/>
- Send you information about the Local Carer Involvement Meetings in your area including the previous minutes and agenda
- Send you our newsletter
- Provide you with updates on news and information relevant to Carers, events and involvement opportunities
- To produce and send you the Carers Identity Passport
- Communicate with you about the Carers Identity Passport. We use Mailjet to send out communications about the Carers Identity Passport. Mailjet's privacy policy can be found here <https://www.mailjet.com/legal/privacy-policy/>
- Respond to your queries
- To assist in improving services for Carers and the people they are caring for
- To comply with all employment, charity and company legal requirement
- We also get involved in a number of projects alongside our day-to-day engagement and the type of personal data we collect may vary within our project work.

We work with organisations across health and social care. We may share anonymised information received with these organisations to assist in improving services for Carers and the people they care for in Norfolk & Waveney. This will be done anonymously unless we receive explicit consent to share personal information, or we have a legal obligation to do so.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting:

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Phone Number: 07506768405

E-mail: info@carersvoice.org

(b) We have a legal obligation.

How we store your personal information

Your information is securely stored.

We keep your membership information for as long as you wish to be a member of Carers Voice. If you no longer wish to be a member of Carers Voice Norfolk & Waveney, you can let us know at any time by clicking the unsubscribe link in the footer of any Carers Identity Passport email you receive, or by contacting info@carersvoice.org. Your information will then be removed from our database.

We also get involved in a number of projects alongside our day-to-day engagement and the type of personal data we collect may vary within our project work. Personal data collected as part of a specific project will be deleted after the project concludes.

We will retain your personal information for as long as necessary to provide our services, and as necessary to comply with our legal obligations, resolve disputes, and enforce our policies. Retention periods will be determined taking into account the type of information that is collected and the purpose for which it is collected, bearing in mind the requirements applicable to the situation and the need to destroy outdated, unused information at the earliest reasonable time. Under applicable regulations, we will keep records containing personal data, account opening documents, communications and anything else as required by applicable laws and regulations.

We may rectify, replenish or remove incomplete or inaccurate information, at any time and at our own discretion.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the below details if you wish to make a request.

Address: C/O: St Clements House, 2 - 16 Colegate, Norwich, Norfolk, NR3 1BQ

Phone Number: 07506768405

E-mail: info@carersvoice.org

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Carers Voice Norfolk & Waveney, Registered Charity Number 1162438 (England & Wales)

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Phone Number: 07506768405

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You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>