



Data Protection Statement for Hartlepool Carers

Who are we?

Hartlepool Carers are a charitable organisation who provide information, advice and support to carers of all ages. This booklet sets out what we will do with any personal information we collect about you, other family members or associates (referred to as 'you' and 'your' from now on), including the person you care for. Hartlepool Carers is our full legal name. We are registered with the Information Commissioner and we are committed to ensuring that all the personal information we hold is treated properly and in accordance with the General Data Protection Regulation 2018 (GDPR). We have notified the Office of the Information Commissioner of our data processing activities: our registration number is: ZA768339.

Under GDPR Hartlepool Carers may be a Data Controller or a Data Processor. Individuals who have any data held by us are Data Subjects.

We are a charity registered in England under registered charity number 1132951 and a company limited by guarantee in England under registered company number 7025891.

Our registered office and address for correspondence is:

19a Lowthian Road Hartlepool TS24 8BH United Kingdom.

Telephone: (01429) 283 095

Email: staff@hartlepoolcarers.org.uk.

What information do we collect and why?

When you register with us, we collect information about you and the person you care for so that we can provide services to you. We only ask you for basic information to add you to our mailing list.

If you would like other services, we may need more detailed information, for which your full and informed consent will be requested and details given for who and why the information might be shared.

Information may be collected over the phone, when we visit you, at an event or meeting, or on our online or postal registration forms.

The information we hold about you may be stored in paper files and/or be held electronically on our computer database. Access to the computer database and paper files is restricted. All paper files are securely stored in locked cabinets and access to the computer is restricted and password protected.

We employ a team of Information, Advice and Guidance Workers who help us manage our records. We use a tailored database to store individual records. We contract an IT Company to help us manage our digital records. We ensure are fully compliant with General Data Protection Regulation 2018.

How to get a copy of the information we hold about you?

Under GDPR, Data Subjects have the right to easily access any information we have collected concerning them. This is known as a subject access request. All applications will be dealt with without delay and a response will be provided within a month of the request.

In order to obtain this information you can telephone us, write to us at our postal address, email us at staff@hartlepoolcarers.org.uk or contact us via the website <https://www.hartlepoolcarers.org.uk/contact>

Basic information we collect about you:

- Your contact details (name, address, home phone number, work phone number, mobile phone number and email address) so we can contact you and send our newsletters and information
- Your date of birth so we know which services to offer you and as a security check
- The name and address of your GP so we can provide up to date information to GPs about the number of unpaid carers in their practice
- Details of your ethnic group, age, gender, if you are a disabled person under the Discrimination Act 1995 (DDA). This helps us understand the profile of the people we provide services to and to ensure our policy and practice reflects this diversity.

We do not store personal details about the person you care for, just generic information such as the relationship between you and the person you care for, for example if they are your daughter, son, wife, husband or friend.

To allow us to provide some elements of support we may need to gather details about the person you care for with their consent. This may include.

- Details of the person you care for (name, address, date of birth and disabling condition) so that we can provide information and support that is appropriate their needs.

How we might support you

All carers registered with us will receive:

- A regular newsletter by email
- A Carers Discount Card to be used at several businesses in Hartlepool (subject to agreement of terms and conditions)

Additionally, you can ask to receive the following services from us:

- Information that will help you with your caring role such as details of available local and national services and support groups
- Information about the disabling condition/illness specific to the person you care for
- Specialist welfare benefit advice for yourself or the person you care for
- Specialist advice on issues relating to caring including community care law
- Advice on employment, education and training
- Help completing forms
- To join activities and social events that we may hold for carers
- If you are aged between 18 and 25 you may access our Young Adult Carers Service which provides one to one support, groups and activities with carers of a similar age
- If you are under 18 you can apply to access our Young Carers Service

The services we offer change over time. However, if there is any change to the information, we need to collect from you, how we use your information or who we may disclose your information to we will let you know when the new service is offered.

Specialist advice

If we provide specialist advice and support to you, we may also request the following information about you:

- Your national insurance number so we can complete welfare benefit forms on your behalf
- Details about the amount of care you provide to the person you care for to help prepare you for a carers assessment of need
- Whether you have been offered a Carers Assessment of Need (CAN) or a Young Carers Assessment if you are aged under 18
- Whether you give permission for us to share information with other agencies to provide support and services, or when applying for social security benefits on your behalf
- Details of your financial situation including your family income from wages, pensions, social security benefit entitlements and allowances, maintenance payments, rental income, savings and investments in the UK or abroad, compensation payments or pending claims, outgoings and liabilities (including rent/mortgage, council tax, loan repayments, credit card payments, and other debts), • details of your family situation including residential status, number of dependents, and any specific social problems in the family which we may be able to help with

Who might we disclose information to?

There may be occasions when we need to disclose information to others. However, unless there were some other legal duty or requirement to provide this information, we would always get your consent to do this or to act on your behalf. For example, we were asked by one of our funders to provide information about you, we would ask you to sign a separate form of authority.

Information about goods and services of other organisations

We will only send you information about goods and services provided by other organisations or companies if you have asked us for advice on this and if we believe they may be able to offer you appropriate support or services.

Information about our services, marketing or fundraising requests

When you register with us and provide your basic details you are opting to receive useful information about our services and activities. We may contact you by post, email, text message or telephone to let you know about them. The information we send to you will usually be part of our regular newsletter or ebulletin. We may occasionally send you information at other times if there is a specific service, event or fundraising opportunity that we would like to tell you about.

How to stop information being sent

By registering with us you are opting to receive this type of information from us. You can ask that such information is no longer sent to you by emailing, writing or telephoning us at our address for correspondence at the beginning of this Data Protection Statement.

How long do we keep your personal information?

The length of time we keep the information we hold about you depends on the service(s) you use.

- **Newsletter:** If you are only on our mailing list and just get our newsletters with no other services, we can remove your details at any time you request
- **Additional support for adults:** If we have provided any advice to you or the person you care for; issued a Carers Discount Card; provided one to one support, or been part of our 18 to 25 service we must keep these records for 6 years after we were last in contact with you
- **Additional support for young carers:** We must (by law) keep all records relating to young people aged 18 and under for 10 years after the date of their eighteenth birthday. If a young carer transfers to the 18 to 25 service their young carer records will be stored separately for 10 years after the date of their eighteenth birthday.

Case notes and comments

Unless otherwise stated in this booklet all the information contained in registration forms, case notes, letters and reports is private and confidential and will not be disclosed to any other organisation unless we are legally obliged to do so.

Photographs

We take photographs at events that we hold for carers. During events we will verbally let people know we are taking photos so that they can choose not to be in them. If we have a photo where any individual is clearly identifiable, we will contact that person directly to verbally ask for permission to use it. If the photo is a group shot, and no individual is easily recognisable, we will use the photo without asking for additional permission. We retain the right to use any photos taken at events to raise awareness about Hartlepool Carers and to help demonstrate the value of events to funders. For example, photos might be displayed on our website or passed to other organisations for our promotion in their newsletters.

Information for research purposes

We use our computer database (which includes information about you and the person you care for) to produce reports about the needs and circumstances of unpaid carers. This information does not name or identify you in any way. We keep this anonymised information indefinitely and may allow other organisations such as the Local Authority, NHS, Carers Trust or the government to use this. We may also use this information to help us to write funding bids.