

## DATA PROTECTION POLICY

### POLICY

Herefordshire Carers Support processes personal information to carry out its work and plan and improve the services we and other organisations provide. This information may be hand written, printed or electronic. We comply with the Data Protection Act [www.gov.uk/data-protection/the-data-protection-act](http://www.gov.uk/data-protection/the-data-protection-act) and will satisfy the General Data Protection Regulation (GDPR), applicable in the UK from 25 May 2018. Following the principles of the GDPR, personal information that we collect will be:

- processed lawfully, fairly and in a transparent manner;
- collected for specified, explicit and legitimate purposes;
- adequate, relevant and limited to what is necessary;
- accurate and, where necessary, kept up to date;
- kept in a form which permits identification of data subjects for no longer than is necessary; and,
- processed in a manner that ensures appropriate security.

We will provide the rights for individuals created by the GDPR, the right:

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

Except as provided below, we will not disclose personal information to any third party.

- We may disclose personal information to any of our employees, trustees or volunteers, insofar as this is reasonably necessary for the purposes set out in the table of 'Information Processed' later in this policy.
- We may disclose personal information to the extent that we are required to do so by law; in connection with any legal proceedings or prospective legal proceedings; in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.
- We will only disclose personal information to other organisations with the explicit consent of the person concerned for agreed support or service.

We will report any breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to, personal data to the Information Commissioner's Office, and in some cases to the individuals affected.

## GENERAL PRACTICES

### Data Control

The HCS Deputy Manager will exercise Data Control for HCS and will:

- update the Information Commission annually about the data we hold;
- review all personal information at least annually to ensure we comply with good practice and legislation; and,
- review the security of all personal information held annually.

### Requesting Personal Information

When someone gives us personal information, for example when registering as a Carer, applying to become a member of HCS, using our website or interacting with our employees, trustees or other volunteers, we will:

- let them know that they have a choice about giving us information;
- collect only information needed for the purpose stated;
- provide them with clear access to our privacy policy if information is given on-line, or a copy of this if information is given by other means;
- ask for and obtain their positive consent if we need to share information with other organisations to give a better service; and inform them of their right to say no;
- inform them if we need to share information where it is against the law to withhold it;
- make sure nobody has access to the information who is not authorised;
- make sure it is disposed of in line with the [HCS Control of Documents and Records Policy Practice](#).

### Providing Access to Data

Anyone for whom we hold personal information may instruct us to provide this to them. We will do this subject to:

- separate forms of evidence of their name and address: we accept those listed in the government guidance 'Proof of Identity Checklist for Individuals' - see <https://www.gov.uk/government/publications/proof-of-identity-checklist/proof-of-identity-checklist#proof-of-identity-checklist-for-individuals>.

We may withhold such personal information to the extent permitted by law.

### Rectifying & Erasing Data

When we are informed about changes or mistakes in the information we hold, or receive a request to remove information from our records, we will:

- check the identity of the person requesting the change if this involves a change of name or address, as described above;
- correct or remove the information we hold within five working days of receiving notification;
- confirm the new details or erasure to the person contacting us and that our records have been changed to reflect these.

### Restricting Processing

We will restrict the processing of personal data and simply store it:

- when we are notified of inaccuracy, until we have verified or corrected this;
- when an individual objects to the processing, until we have established whether HCS's legitimate grounds override those of the individual;
- when processing is unlawful and the individual opposes erasure and requests restriction instead;
- when an individual requires the data to establish, exercise or defend a legal claim, despite HCS no longer needing to keep it.

### Handling Data Portability

This only applies to personal data provided where the processing is based on the individual's consent or for the performance of a contract; and when processing is carried out by automated means. Where this is the case, we will:

- provide the personal data in a structured, commonly used and machine readable form (e.g. CSV files);
- provide the information free of charge; and,
- transmit the data directly to another organisation if requested by an individual, if this is technically feasible.

### Objections to Receiving Direct Marketing Communications

We will inform individuals of their right to object to receiving direct marketing communications from HCS. We will:

- do this at our first contact with them, clearly and separately from any other information and also in our privacy notice;
- stop these communications as soon as we receive an objection, at any time and free of charge.

### Automated Decision & Profiling

HCS does not make decisions based on automated processing.

(Individuals have the right not to be subject to a decision when it is based on automated processing; and it produces a legal effect or a similarly significant effect on the individual. Profiling is any form of automated processing intended to evaluate, analyse or predict certain personal aspects of an individual).

## HEREFORDSHIRE CARERS SUPPORT

### INFORMATION PROCESSED

TYPE	INFORMATION SUMMARY	PURPOSE	LAWFUL BASIS
Adult Carers (age 16 and over)	Name, address, telephone numbers, e-mail addresses and social media contacts.	For communications with them for support; information on services and events.	Consent <i>Application</i>
	Written and database records including information about interactions with them and issues identified in these interactions.	To enable staff to help Carers and signpost them to appropriate support. To disclose information to other agencies that allows them to understand Carers' issues that are referred to them and to take action to try and resolved them.	Consent <i>Specific agreement</i> Consent <i>Specific agreement</i>
Young Carers (Under 16)	Name, address, telephone numbers, e-mail addresses and social media contacts.	For communications with them for support; information on services and events.	Parental Consent <i>Application</i>
	Written and database records including information about interactions with them and their parents and issues identified in these interactions.	To enable staff to help Carers and signpost them to appropriate support. To disclose information to other agencies that allows them to understand Young Carers' issues that are referred to them and to take action to try and resolved them.	Parental Consent <i>Specific agreement</i> Parental Consent <i>Specific agreement</i>
Members	Name, address, telephone numbers, e-mail addresses.	For communications with them about their participation in governance and General Meetings of the organisation.	Consent <i>Application</i>

## HEREFORDSHIRE CARERS SUPPORT

TYPE	INFORMATION SUMMARY	PURPOSE	LAWFUL BASIS
Trustees	Name, address, telephone numbers, e-mail addresses, photograph, written profile.	For communications with them enabling them to exercise governance whilst directing and controlling the organisation.	Consent <i>Application</i>
Employees	Name, address, telephone numbers, e-mail addresses, photograph, written profile, financial data relating to employment.	For managing them as employees of HCS.	A contract with the individual <i>Employment Contract</i>
Stakeholders	Name, address, telephone numbers, e-mail addresses.	For communications with them about their association with HCS including contracts, grants, organisational co-operation and partnerships.	Consent <i>Specific agreement</i>
Volunteers	Name, address, telephone numbers, e-mail addresses, photograph, written profile, financial data relating to employment.	For managing them as volunteers of HCS.	
Website users	Information about their computer and about their visits to and use of the HCS website, including IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views, website navigation and details.	To administer and analyse website use and effectiveness; or deal with enquiries and complaints made by or about the website.  To send to them any email notifications specifically requested, our newsletter and other communications about HCS which we think may be interesting.	Legitimate interest <i>Privacy notice</i>  Consent <i>Optional check-box</i>