



Data Protection Statement for York Carers Centre

This information was last updated January 2011

Who are we?

York Carers Centre 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 Data Protection Act 1998 (the Act). We have notified the Office of the Information Commissioner of our data processing activities: our registration number is Z2475619.

This booklet sets 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.

We are a charity registered in England under registered charity number 1127644 and a company limited by guarantee in England under registered company number 06760783.

Our registered office and address for correspondence is 17 Priory Street, York, North Yorkshire, YO1 6ET, United Kingdom.

Telephone: (01904) 715490

Email: enquiries@yorkcarerscentre.co.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 and to send you a Carers Discount Card. If you want other services we will need more information and we will ask you for this when you request the service.

Information will 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.

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

If you wish to have a copy of the information we hold about you, you should request this in writing from our correspondence address. We will provide a copy within 40 days of your request. If it is not possible for us to provide a copy we will let you know why in writing and explain how you can access your information.

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 GP's 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), your sexual orientation, and your religious beliefs. This helps us understand the profile of the people we provide services to and to ensure our policy and practice reflects this diversity.

Basic information we collect about the person you care for

- 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 to this person's circumstances and to help verify that you are a carer.
- Details of the relationship between you and the person you care for, for example if they are your daughter, son, wife, husband or friend.

How we might support you

All carers registered with us will receive:

- a regular newsletter by post or email,
- a Carers Discount Card to be used at a number of businesses in and around York (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,
- a Carers Emergency Card . An emergency plan for carers run in conjunction with City of York Council's Warden Call service,
- 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 low level advice and support, plus groups and activities with carers of a similar age,
- if you are aged between 8 and 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.

Carers Emergency Card

If you register for a Carers Emergency Card we may also request the following information **about you**:

- whether you have been offered a Carers Assessment of Need (CAN) or a young Carers Assessment if you are aged under 18,
- if you have been offered information about Warden Call and Telecare Services,
- whether you have discussed the Carers Emergency Card with your emergency contacts and that they have given permission to be a contact,
- whether you give permission for us to share information with other agencies to provide support and services in an emergency.

We may request the following information from you **about the person you care for**:

- details of medication being taken,
- details about their physical and mental health needs and their ability to manage tasks like medication and personal care,
- details about their ability to communicate, any sensory impairments, ability to answer door/ telephone, or dietary requirements.

- their GP details,
- their name, age and relationship to yourself or anyone else living with them,
- details of any professionals involved with them, such as social workers or health visitors,
- details of any language requirements
- details of any animals or safety risks (including their potential behaviour should a stranger enter their home) in the home of the person you care for,
- details (name, address, telephone number, key safe location) of any other person who has a key or access to the property of the person you care for,
- details (name, address, home/work/mobile telephone numbers and relationship to cared for person) of emergency contacts,
- information for the emergency services that you volunteer as being helpful should they need to access the home of the person you care for.

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

If we provide specialist advice and support to you we may also request the following information from you **about the person you care for:**

- details of their physical and mental health needs and their ability to manage tasks like toileting, medication, and personal care (needed when applying for support with social security benefit claims and appeals and community care),
- details of their ability to communicate, any sensory impairments, ability to answer door/telephone, spiritual needs, and dietary requirements (needed when applying for support with social security benefit claims and appeals, and community care),

- details of their GP so we can help to complete benefit forms, appeals and other assessments,
- details of any professionals involved with them who we may be able to contact to support any benefit claims.

Who might we disclose information to?

We sometimes use a mailing company to send out our newsletter by post. They are sent a set of mailing labels or a computer disc by secure post with only your name and address on. They do not keep these details and they agree not to use these for any other purposes and to delete any information held on computer disc once each mailing has been completed.

There may be other 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, if we were to represent you at a welfare benefits appeal, or 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

Unless you let us know otherwise we will assume that you are content for us to contact you by post, email, text message or telephone to let you know more about our activities. The information we send to you will usually be part of our regular newsletter. However 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 if you request this.
- **Additional support for adults.** If we have provided: any advice to you or the person you care for; issued a Carers Emergency Card; issued a Carers Discount Card; provided one to one support relating to employment, education and training, 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 children and 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 the Centre and to help demonstrate the value of events to funders. For example, photos might be displayed on our website or passed to other organisations so that they can promote the Centre in their newsletters.

Information for statistical 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 and their families. This information does not name or identify you in any way; it is anonymized. We keep this anonymized information indefinitely and will allow other agencies and organisations such as the Local Authority, NHS, Princess Royal Trust for Carers and other researchers or government to use this. We may also use this information to help us to write funding bids.