



## **DATA PROTECTION AND PRIVACY**

### **Privacy Policy**

This Policy sets out our data collecting and processing practices about how your personal information is used.

We may change this Policy from time to time so please check this page occasionally to ensure you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

In order to deliver support to Carers as Credu Supporting Young and Adult Carers, Gofalwyr Ceredigion Carers and WCD Young Carers, it is necessary for us to collect, gather, and process personal data about Carers, Young Carers, Employees, Volunteers and other individuals.

As a Data Controller, we determine the purpose and methods for processing information and ensures safeguards over any personal and/or sensitive information it handles. We are registered with the Information Commissioner's Office ([www.ico.org.uk](http://www.ico.org.uk))

We are also a Data Processor for Powys County Council (Credu Supporting Young and Adult Carers), Ceredigion County Council (Credu Supporting Young and Adult Carers and Gofalwyr Ceredigion Carers) and Wrexham, Denbighshire & Conwy Councils (WCD Young Carers).

We collect information about you when you register with us or make requests for information or support. We sometimes also collect information you give us when you voluntarily complete surveys, booking and application forms, provide feedback and participate in competitions.

Sharing your own information with us is voluntary, however without providing us with your personal data, you may be unable to (as appropriate) receive support, news and updates, make a donation, apply for employment with us or apply to volunteer with us or get involved in decision making and governance. We hope you'll trust us to look after it - so we can stay in touch!

When you visit our website, some information is automatically collected. For example, your computer's operating system, Internet Protocol (IP) address, access times, browser type and language, and/or the site you came from may be logged automatically. This information is not linked to your personal information.

## **Who we are:**

Contact Details:

Credu Supporting Young and Adult Carers Ltd

(Company Registration 04779458)

Marlow

South Crescent

Llandrindod Wells

Powys

LD1 5DH

Credu; Powys Young Carers; and WCD Young Carers are all registered working names with The Charity Commission, Charity Number 1103712

Email: [carers@credu.cymru](mailto:carers@credu.cymru)

Telephone: 01597 823800

## **Why we process your personal data**

In order to deliver a range of services to the Carers in Powys, Ceredigion, Wrexham, Conwy & Denbighshire such as:

- information, advice, support & activities for Carers
- maintaining our own accounts and records including processing donations & grants
- supporting and managing our employees and volunteers
- promoting the services Credu Supporting Young and Adult Carers & WCD Young Carers provides
- carrying out public awareness campaigns
- carrying out surveys & undertaking research

We need access to and be able to use personal information about Carers, the people they Care for, Parents/Guardians, staff, volunteers and a range of other organisations, services & professionals. This information can be sensitive in nature so we put safeguards in place to ensure that:

- we only gather as much information as we need, and no more
- the information is accurate and up-to-date
- the information is only used for the purpose intended
- we keep the information for only as long as we need to

We will not disclose personal information to third parties for marketing purposes or use personal data in a way that may cause unwarranted detriment.

However there are circumstances where we are legally required to disclose information:

- disclosures required by law

- for the purposes of detecting/preventing fraud
- auditing/administering public & charitable funds

Information is processed by us in the UK. However, we will inform you in our 'Privacy Notices' of any instance where this may not be the case.

We will only share your information where it is required to do so, such as, where services are delivered jointly with other organisations. We will tell you who these other organisations are when we gather your information.

## **What type of personal data do we handle?**

In order to carry out our functions we may obtain, use and disclose personal data including the following:

- Personal details
- Family and details about your caring role
- Lifestyle and social circumstances
- Financial details
- Employment and education details
- Housing needs
- Visual images
- Case file information
- Physical or mental health details
- Racial or ethnic origin
- Religious or other beliefs of a similar nature

We will only use appropriate personal data necessary to fulfil a particular purpose or purposes. Personal data could be information which is held on a computer or its systems or in a paper record i.e. a file, as images.

## **Who information is processed about**

In order to carry out the purposes described above in why we process your personal data we may obtain, use and disclose personal data about the following:

- Carers & Young Carers and the people they care for
- Suppliers
- Staff, persons contracted to provide a service
- Volunteers
- Trustees & Members
- Fundraisers & Supporters
- Complainants, enquiries or their representatives
- Professional advisors and consultants
- Representatives of other organisations

## **Where do we obtain personal data from?**

In order to carry out the purposes described above we may obtain personal data from a wide variety of sources, including the following:

- Individuals themselves
- Relatives, guardians or other persons associated with the individual
- Voluntary sector organisations
- Central government, governmental agencies and departments
- Current, past or prospective employers of the individual
- Healthcare, social and welfare advisers or practitioners
- Education & training establishments
- Suppliers, providers of goods or services
- Persons making an enquiry or complaint
- Medical consultants and GPs
- Local government
- Information openly available on the internet

## **Sharing your personal information**

As part of our work on behalf of Powys, Ceredigion, Wrexham, Conwy & Denbighshire County Council's we may share Carers and Young Carers information with them as a 'public task' as part of the Social Services and Wellbeing Act (Wales) 2014.

This 'Carers Register' will contain

- Carer's contact details
- Date of birth
- The relationship to the person cared for
- The cared for person's Service User group.
- Any 'Carers/Young Carers Assessment' carried out on behalf of the Local Authority

We may suggest other organisations and services that could support you, but will only pass on your information to these with your permission, unless someone may be at risk.

Where information is shared with other organisations or processed on our behalf, we will ensure adequate protection by ensuring contracts and sharing agreements are in place. These will define the minimum amount of data to be shared, how your information is to be used and will enforce security controls to protect your information.

All staff and volunteers handling personal information are required to undertake relevant training to ensure that personal data is processed in accordance with the principle of data protection legislation.

How long we keep your information

We will only keep your information for the minimum period necessary. After this time, information is deleted/destroyed in accordance with council approved retention schedules. Please see our 'retention schedule' which explains how long we keep information.

Retention Schedule

## **Your rights**

Subject Access Request - you are able to make a request to see and be provided with a copy of information about you that is being used by us. This includes why information is being held and what sorts of decisions are being made using that information.

To make this request please contact us by emailing [carers@credu.cymru](mailto:carers@credu.cymru) or calling 01597 823800

Right to be informed - you have the right to be supplied with information explaining why and how we use your information. These notices are called Privacy Notices.

Right of rectification - you are entitled to have personal information put right or completed if you feel it inaccurate or not complete.

Right to be forgotten - you have the right to request that personal information about you is erased where we have no compelling reason to continue using it.

Right to block or restrict - you are able to ask that we stop using your personal information for certain reasons and in certain ways.

Right to portability - Dependent upon the reasons and the way in which we use your information you may be entitled to obtain and reuse your information, to move your information from one IT system to another. This applies only when its information you gave us, you consented to us using it, or we are using it because of a contract, and the use of information is undertaken by a computer.

Right to object - you are able to object to us using your information in some cases, such as direct marketing.

Rights related to automated decision making including profiling - where you are able to request human intervention in the decision making process.

## **How to make an enquiry or lodge a complaint**

Depending on why we need to process your information, you will have certain rights over how it's used. These will be detailed in the Privacy Notices provided.

We have a legal basis for gathering and processing of information necessary for the delivery of services. You have the right to request that we stop or restrict using your personal data in relation to any service. However, this may cause delays or prevent us delivering a service to you. Where possible, we will seek to comply with such requests but this may not be possible where we are required to do so by law or where there is a risk of harm.

Please get in touch if you would like to:

- View your information, please submit a request (Subject Access Request)
- Verify, correct or update your information
- Understand how we have arrived at a decision about you
- If you have a concern, complaint, objection or request a restriction on how we process your data
- We will endeavour to respond to all enquiries within 28 days of their submission.

### **Contact details for enquiries:**

We are not required by law to have a 'Data Protection Officer' but our Administration Lead is responsible for Data Protection. You can get in touch about Data Protection by emailing [carers@credu.cymru](mailto:carers@credu.cymru), calling 01597 823800 or writing FAO Administration Lead, Marlow, South Crescent, Llandrindod Wells. LD1 5DH

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk)

### **Protecting your personal data?**

Credu takes the security of all personal data under our control very seriously. We will ensure that appropriate policy, training, technical and procedural measures are in place to protect our manual and electronic information systems from data loss and misuse, and only permit access to them when there is a legitimate reason to do so.

## **Information on how we use cookies**

When you use this website, some data (cookies) will be stored on your computer.

These cookies are essential for us to provide a good web service to you. None are used for marketing purposes, and no personal information is stored in (or accessed by) our cookies. They just help our site work.

We use them on this website to improve services for you by, for example:

- making sure your device is recognised so that you don't have to give the same information several times during one task
- measuring how many people are using our website, so we can make sure that we can meet the demand
- understanding how people access the information on our site via search engines, so we can tailor it to make information easier to find.

Cookies on the [www.credu.cymru](http://www.credu.cymru) website from other companies and social networking websites

During your visit to the site you may notice some cookies that are not related to [www.credu.cymru](http://www.credu.cymru). This happens when you visit a page with content embedded from a third party (for example YouTube videos) or use some of the links to social networking sites. These websites may place cookies on your computer.

Credu does not control how a third party uses their cookies. You should check these third party websites' privacy policies for more information about their cookies if you are concerned about this.

Credu strongly recommends that you do not block any cookies from [credu.cymru](http://credu.cymru) websites, as these are needed for our site to work well for you.

### **Other websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page.

This privacy policy was last updated on 18<sup>th</sup> September 2023.