

Privacy Notice - January 2023

Crossroads Care Surrey is a registered Charity and a company limited by guarantee. Our services support unpaid carers of all ages and the people they care for. We offer a service to over 1800 Carers in Surrey and our services are delivered through our team of over 200 staff and volunteers.

This Privacy Notice is a statement to Carers, people with care needs, service users, the public, staff and volunteers and explains how we collect, use, retain and disclose personal information which we hold.

Topics covered in this Notice:

- What information do we collect about you?
- How will we use the information about you?
- Why we will process your personal data
- Who will we share this information with?
- How is information retained and kept safe?
- Marketing
- Access to your information and correction

What information do we collect about you?

We collect information about you and family members when you register with us for any of our services and also when you start to receive our services. We collect information when you voluntarily complete service user surveys, provide feedback and participate in social events. The information we collect will include personal data and sensitive data.

These records may include the following information relevant to both the Carer and the person with care needs:

- Basic details, such as name, address, phone number, date of birth, next of kin, GP details
- Details and records of treatment and medications including notes and reports about your health and treatment plan
- Contact we have had and home visits
- Information from people who care for you and know you well; such as health professionals and relatives
- Young Carers information will include schools attended

It may also include personal sensitive information such as sexuality, race, your religion or beliefs and whether you have a disability, allergies or health conditions.

It is important for us to have a complete picture as this information assists staff involved in your care to deliver and provide appropriate care and develop care plans to meet your needs.

Information is collected in a number of ways; referral details from healthcare professionals and GPs; via your social care professional; statutory services; voluntary sector organisations; schools and youth workers or directly given by you.

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information.

How will we use the information about you?

We collect information about you to assess need, prioritise and allocate services - and develop care plans.

How we use the information:

- To help inform decisions that we make about your care
- To ensure your services are safe and effective
- To develop care plans and assess risk
- To work effectively with other organisations who may be involved in your care
- To review care provided to ensure it is of the highest standard possible
- To prepare statistics on organisational performance.

Why we will process your personal data

We will only process personal data with your individual consent and as part of our contract of service with you. You have the right to withdraw your consent at any time without affecting the lawfulness of processing which is based on the consent given prior to its' withdrawal.

Who will the information be shared with?

We may share your information with a range of Health and Social Care organisations and regulatory bodies. You may be contacted by any one of these organisations for a specific reason; they will have a duty to tell you why they have contacted you. Information sharing is governed by specific rules and law.

As part of our contract, we may also need to share information from your records with other organisations such as Surrey County Council, NHS Surrey or other funding bodies.

However, we will not disclose any health information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires the disclosure of information.

We may also be asked to share basic information about you, such as your name and parts of your address, which does not include sensitive information from your health records. Generally, we would only do this to assist them to carry out their statutory duties. In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice, which is referred to as a Privacy Notice, under the Data Protection Act.

How is information retained and kept safe?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. There are a number of ways in which your privacy is shielded – adhering to strict contractual conditions and ensuring strict sharing or processing agreements are in place. Technology allows us to protect information in a number of ways, in the main by restricting access. Our guiding principle is that we are holding your information in strict confidence. Information provided in confidence will only be used for the purposes to which you consent to, unless there are other circumstances covered by the law.

Marketing

We would like to keep in touch with you about the vital work we do for Carers, our fundraising appeals and opportunities to support us. In order to do so, we seek the data subjects' consent. We will never sell your data and we promise to keep your details safe and secure.

Access to your information and correction

Under the Data Protection Act 2018 and the UK GDPR, a person may request access to information (with some exemptions) that is held about them by an organisation.

You have the right to refuse/withdraw consent to information sharing at any time.

For more information on how to access the information we hold about you or to withdraw consent to share information that we hold about you, please contact:

Data Protection Lead
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