

CARING FOR LIFE

PRIVACY NOTICE: BENEFICIARIES

What is this document?

This document is called a Privacy Notice. It explains how Caring For Life will hold and use personal information.

This is an important responsibility which we take very seriously. We aim to ensure that personal information is protected and is always used fairly and transparently.

The information in this document helps us to comply with our obligations under data protection law.

This is a live working policy. It will be reviewed formally at least once a year but may be changed at any time to reflect developments in law and best practice.

Who are we?

We are Caring For Life. Our registered address is Crag House Farm, Otley Old Road, Cookridge, Leeds LS16 7NH.

We are a registered charity, and our charity number is 1174982.

Under data protection laws, we are classed as a “data controller”. This means that we are responsible for your personal information.

Who is this Privacy Notice for?

This Privacy Notice is for current and former beneficiaries of Caring For Life. There are separate Privacy Notices for our employees, trustees, volunteers, supporters, and customers.

How do we collect your personal information?

Most of the personal information we collect will come from you directly. We will obtain it from you when you first apply to be supported by us and then when we meet and correspond with you as we provide that support to you.

We may also receive your personal information from external organisations such as local authorities, GPs and other healthcare providers, social workers, the police, Probation Service, referrers and other charities and support organisations who have worked with you. Sometimes we may also receive information from your friends and family members.

We may receive information verbally or it may be in documents, forms, letters or emails and via instant messaging applications.

What information do we collect and use?

We will collect, store, and use the following categories of personal information about you:

<u>Identity information</u>	This includes your name and any previous names, date of birth, marital status, relationship status, gender, NHS number and National Insurance number along with any information about your academic or vocational qualifications and work history.
<u>Contact information</u>	This includes your postal address, your email address, your phone number and your next of kin and emergency contact information.
<u>Financial information</u>	This includes your bank account details and details of any claim for benefits you ask us to support you with.
<u>Other information</u>	This includes photographs taken of you and images of you captured by the CCTV systems at our premises.
<u>“Special category” information</u>	<p>This includes information about your health (including the information contained in health and sickness records and reports), your race/ethnic group, your sexual orientation, your religious beliefs and about your criminal record (if you have one).</p> <p>We will use this information to ensure that the support we provide to you is appropriate and that we treat you in a sensitive, compassionate and appropriate way when dealing with you.</p>

Why do we need to collect and use your information?

We will collect, store and use your information to enable us to:

- evaluate your needs and to decide whether we are able to work with you
- decide what services and support we are able to provide to you
- monitor and evaluate the effectiveness of the services and support we provide to you
- decide whether and when we should stop providing services and support to you
- liaise with other organisations and care providers in relation to your care and support
- identify and help you take up opportunities for education, training and development opportunities to you and to support and help you in any dealings with colleges or other educational groups and institutions.
- identify and help you take up opportunities for employment, work experience or volunteering
- advise you about your entitlement to state benefits, to help you to apply for benefits, to help you appeal against a refusal of benefits and to help you to resolve queries about your benefits

- advise you in relation to your housing needs, to help you to find accommodation, to help you to apply for and manage a tenancy, to help you to resolve queries or difficulties which relate to your accommodation, and to support and help you in your dealings with local authorities, housing associations, private landlords, charities, letting agents or third-party references
- help you open and maintain a bank account and to help you to budget and to manage your money
- help you with any legal dispute in which you become involved
- advise, support and help you in your dealings with your GP or with other healthcare professionals such as doctors, psychologists or psychiatrists
- advise, support and help you in your dealings with your social worker
- advise, support and help you in any dealings with the police or the Probation Service
- advise, support and help you in resolving any family or relationship disputes or disagreements
- address any complaint or concern which is raised about any aspect of the services and support we provide to you
- make any safeguarding or other regulatory disclosures we are required to make.
- prepare and publish brochures, leaflets, emails and website content.
- ensure your safety whilst you are onsite at our premises.
- monitor equal opportunities

We will use your personal information only for the purposes for which we collected it, unless we reasonably decide that we need to use it for another appropriate reason.

What is our legal basis for using your information?

In most cases, we will use your information because we need to do so in order to deliver the services and/or support **we have agreed to provide** to you.

In other cases, we will use your information because we have a **legal obligation** to do so.

In some cases, we will use your information because it is in our **legitimate interests** to do so. Where we propose to do this, we will consider whether your own personal rights, interests and freedoms. We will only proceed where we are satisfied that your personal interests do not override ours.

On other occasions, we will use your information because we have your **permission** to do so.

Exceptionally, we will use your personal information if we need to **protect your vital interests** – in matters of life and death.

What is our legal basis for using “special category” information?

Within Caring For Life, we will use special category information in the course of **our legitimate activities as a not-for-profit body with a religious aim**.

We may also use special category information where we need to do so in relation to **legal claims**, where we need to do so **to protect your interests** (or someone else's interests) and you are not capable of giving your consent, or where **you have already made the information public**.

Unless we need to do so in relation to **legal claims**, where we need to do so **to protect your interests** (or someone else's interests) and you are not capable of giving your consent, or where **you have already made the information public**, we will not disclose special category information to anyone outside Caring For Life without your **explicit consent**.

Automated decision-making

We will not take any decisions about you using automated means.

Sharing your information outside Caring For Life

We will share your personal information outside Caring For Life where we are **required to do so by law**, where you have **consented** to us doing so, where it is **necessary** to do so in order to provide support and services to you or where it is otherwise in our **legitimate interests** to do so.

We may share your personal and special category information with appropriate external social or health care professionals (including your GP and social worker) as and when required, provided that we have your consent or another legal justification for doing so.

If we have your consent, or if we have another legal justification for doing so, we may share your personal, medical and financial information with statutory authorities and accommodation providers. This will enable us to establish the type of care and support you need and will allow us to deliver the right support to you, and ensure we comply with our legal and regulatory obligations.

We will share personal information with law enforcement or other authorities if requested or required.

We may also be required to share personal information (including special category data) with external social or health care professionals, public bodies and local safeguarding groups.

We will never sell or share your personal information for any marketing purposes whatsoever.

Keeping your information secure

We take appropriate security measures and have put in place appropriate technical solutions to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your personal information to those who have a need to know. Everyone within Caring For Life who has access to your information has been trained on all

aspects of information security and has a contractual duty of confidentiality which is strictly enforced.

Retaining your information

We will retain your personal information only for as long as necessary to fulfil the purposes for which we collected it. When deciding the period for which we need to retain your information, we also take into account the amount, nature and sensitivity of the information, the risk of harm from unauthorised use or disclosure of the information, and any legal requirements which apply.

Your rights in connection with personal information

You have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to hold it.
- **Object** to our using your personal information where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to our doing so.
- **Request the restriction** of the way we use of your personal information. This enables you to ask us to restrict our use of your personal information, for example if you have asked us to erase it or if you have objected to the way in which we use it.
- **Request the transfer** of your personal information to someone else.
- **Withdraw consent.** If you have given us your consent to use your personal information, you can withdraw your consent at any time. If you withdraw your consent, we may not be able to continue supporting or providing services to you. We will discuss this with you in more detail if you withdraw your consent.

If you wish to exercise any of your rights, please contact Tim Parkinson, our Data Protection Officer. You can do so by writing to him at our registered address above, or by emailing him at privacy@caringforlife.co.uk.

We aim to respond to all requests within one month. Occasionally it could take us longer if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

Further information and complaints

If you wish to discuss any privacy or data protection matter or if you wish to make a complaint, please contact our Data Protection Officer whose name and contact details are given above.

You may also make a complaint at any time to the Information Commissioner's Office, the UK's supervisory authority for data protection matters. Contact details are available at www.ico.org.uk