

DUMFRIES & GALLOWAY CARERS CENTRE PRIVACY NOTICE

The information and records that we keep

Dumfries & Galloway Carers Centre keeps records about the people we support and the nature of the support we provide. This will include information about you (if you are a Carer we are supporting) and it may also include some details of the person (or people) that you care for. The kinds of information we keep include your contact details, some statistical information (for example your date of birth and age range) and a summary of the conversations we have had with you.

Some of the information we keep is defined as *special category data* under data protection law (for example information about health problems or ethnicity). However, we know that ALL of the records we keep are sensitive and we are committed to keeping them confidential.

Where we get the information from

Most of the time we will ask you for the relevant information that we need and you can of course decide not to share some information with us, although that may make it harder for us to support you effectively. Sometimes we are given information about you (or the person you care for) by another person - most commonly by a professional (eg Social Worker or Teacher).

Why we keep this information and these records

We keep these records so that we can provide you with support including:

- Enabling us to contact you to provide you with support
- Keeping a record of the advice and support we have provided to enable us to do so consistently and effectively and to help us ensure that we provide a very high standard of support
- Informing you of other support organisations and notifying you of events, workshops and/or support groups that you may find useful

- Sending you regular newsletter and occasional details of fundraising activities we may be taking part in
- Allowing us to investigate and respond should you have any questions or concerns about our service
- Gathering statistical information to enable us to evaluate the support we provide the groups of Carers we support and the kinds of issues that Carers face. The analysis enables us to report to the organisations that fund our work, to contribute to research and to advocate for improved services for Carers and the people they care for.

Under data protection law these are known as our *legitimate interests*.

Sharing Your Personal Data

We will treat ALL your personal data including the information you give us with great care. The only circumstances where we will share your personal data with anyone outside of our organisation are:

- If you agree or ask us to do so - for example, if you ask us to make a referral for you to another service;
- If we are required by law to do so - for example, if we were to become significantly concerned about you or someone else's wellbeing we would need to notify the statutory services (Police, Social Work and/or the NHS) so that they could assess if action was needed to keep you (or someone else) safe.
- To facilitate research by the NHS or Government into the needs of Carers and the effectiveness of policies to support them - for example, we provide statistical information and details of Carers' postcode and date of birth (but not their names or contact details) to the Scottish Government as part of their Carers Census project. All such research projects are governed by strict rules and any reports published by them will be totally anonymous so no individual could be identified from them.

Access to a Copy of Your Records

We are happy to provide you with a copy of the information we have about you. We can provide this in either a paper form or electronically

Keeping Records

We normally keep your records for a period of 5 years after we last supported you. Your paperwork will be destroyed within the year after that period has elapsed. If you are a Young Carer we will destroy the information we hold about you when you reach the age of 18 (some information may be transferred to the Young Adult Carers Project should you choose to access that service).

Sending Newsletters, Calendars and Details of Events by Post

If you do not wish to receive this kind of information please just let us know by contacting our office and we will stop sending them to you.

Receiving Information Electronically

We will only ever send you this type of information electronically if we have your consent to do so (because there are additional rules about electronic marketing). You can change your mind about giving us consent at any time.

Questions or Concerns?

If you have any questions or concerns about the way that we use your data or anything in this Privacy Notice you can contact us at:
Dumfries & Galloway Carers Centre, 2-6 Nith Street, Dumfries DG1 2PW or email info@dgalcarers.org Tel: 01387 248600

Right to Complain

We are committed to working to very high standards and we hope that we can resolve any concerns you may have quickly and directly. However, if you remain dissatisfied with the way we have responded to your concerns you can complain to the Information Commissioners Office (ICO). You can do so via their website www.ico.org.uk or by calling 0303 123 1113.