Central Carers Association
Privacy Notice for Young Carers

Introduction

Falkirk & Clackmannanshire Carers Centre is committed to protecting all personal data relating to people who use or ask to use our services. This policy explains when and why we collect personal information.

Personal Data

Personal data is information about an individual who can be identified from that data, for example, their name, address, or phone number. The processing of personal data is governed by the General Data Protection Regulation (GDPR).

Some types of personal data are regarded as 'special categories' of personal data. This includes information about a person's race, ethnic origin, politics, religion, health, or sexual orientation.

Who we are

Falkirk & Clackmannanshire Carers Centre provides information and support to young carers in Falkirk district and Clackmannanshire. The Carers Centre is managed by a local voluntary organisation, Central Carers Association (CCA), which is registered in Scotland as a company limited by guarantee with charitable status. CCA's Charity Number is SC023658 and its Company Number is SC184443.

For the purposes of processing personal data, Central Carers Association is the 'data controller' which means that it decides how personal data is processed and for what purpose.

What data we collect

In carrying out our work, we collect and process personal information about people who contact our service. This includes:

- Individual's contact details such as name, address, telephone number
- Some 'special categories' information where it is provided as part of a request for support, for example, information about an individual's health or ethnicity
- Notes on what young carers have told us about their caring role, their life outside caring, the support they are seeking and the outcomes they wish to achieve
- Dates and times of contact, such as phone calls, texts, 1:1 support, completed Young Carer Statements, attendance at young carers groups, short breaks and sessions facilitated by the Carers Centre
- Information about other people that has been provided by the young carer, for example, the health condition, age range and gender of the person they are caring for

Why we collect this data

- To allow us to deliver a service to the young carer at the young carer's request or upon referral
- To allow us to get in touch with the young carer and their family in relation to the support that has been requested
- To ensure that the support provided is tailored to the needs and circumstances of the young carer and their family
- To allow us to produce statistical information about our activities to our funders and auditors (This information is anonymous, and no individuals can be identified).

Lawful basis for collecting this data

The GDPR requires that we have a lawful basis for collecting this information. One lawful basis for collecting personal data is where it is necessary for the organisation's **'legitimate interests'** to process this information. In the course of providing information and support to young carers who contact the Carers Centre, or who are referred to the Centre by a third party, for example, Education or Health it is necessary to process personal data provided by the young carer, their parent/ guardian or the referrer in order to deliver this service. When relying upon 'legitimate interests', we take responsibility for identifying the risks and consequences of the processing and put age-appropriate safeguards in place.

In the case of 'special categories' personal data (such as information about an individual's health), under GDPR, this processing can be carried out by a not-for-profit body (such as the Carers Centre) where the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes); and there is no disclosure to a third party without consent.

For some uses of personal data, we seek '**consent'** from the young carer and/ or their parent or guardian. When relying on consent, we make sure that the child understands what they are consenting to, and we do not exploit any imbalance in power in the relationship between us.

Young carers who are referred to the Carers Centre either by a third party, or direct will initially receive a phone call or text to organise an initial assessment video call vis Zoom. After which, if support is to be provided the Carers Centre will send out a **Young Carer Registration Form** which asks the young carer and/ or parent or guardian , **if they wish to do so**, to give **consent** for us to:

- Add their details to the Carers Centre database to receive future information for young carers
- Retain medical details such as; emergency treatment and allergies
- Share their details with other relevant agencies that may be approached on their behalf for information, advice or services
- Allow photographs/ videos to be used to promote the work of the Carers Centre

Sharing Carer Information

In some cases, it may be in the young carer's or their family's interests for us to approach other agencies on their behalf for information, advice or services. If the Carers Centre does this, it will only be with the young carer's or their parent or guardian's knowledge and consent.

If a young carer shares any personal information with the Carers Centre, it will be treated as strictly confidential, kept securely and not shared with other organisations without the young carer's consent **unless under exceptional circumstances**, which includes information relating to any risk of serious harm to the young carer or another person (child or adult), or a criminal offence. Further information is contained in our Confidentiality Policy and Procedures, Safeguarding Policy and Procedures and Adult Support and Protection Policy and Procedures.

How long data is kept

Young Carers will remain on the active Carers Centre **database** until:

- Over 2 years has passed since the young carer or their parent or guardian notified us that their caring role has ended, and they are currently not in a caring role
- They or their parent or guardian have stated they no longer wish to access support
- The young carers project is no longer appropriate support for the young carer

Records of young carers who have used our service will be retained on the Carers Centre database for 7 years after their final contact with the Centre to ensure that we have relevant information for a reasonable period of time should the young carer require further services or support or wish to speak to us about past support received.

After 7 years, young carers' data will be anonymised – any information that would allow the young carer to be identified will be removed. Anonymous information about the contact with our service will be retained to allow us to provide historical statistics about our service.

Any paper records for individual carers who have had no contact with the Centre in the previous 7 years will be confidentially and securely destroyed.

Individual's Rights

Unless subject to an exemption under the GDPR, people who use our services have the following rights with respect to their personal data:

- The right to request a copy of the personal data that the Carers Centre holds about them
- The right to request that the Carers Centre corrects any personal data if it is found to be inaccurate or out of date
- The right to request that their personal data is erased where it is no longer necessary for the Carers Centre to retain it

- Where applicable, the right to request that the Carers Centre provides them with their personal data and, where possible, transmits that data directly to another data controller in electronic format
- The right, where there is a dispute in relation to the accuracy or processing of their personal data, to request a restriction is placed on further processing;
- Where applicable, the right to object to the processing of personal data
- The right to lodge a complaint with the Information Commissioners Office

For further information, or if you wish to exercise any of these rights, please contact the Centre Manager in writing at:

Falkirk & Clackmannanshire Carers Centre
Bank Chambers
1a Bank Street
FALKIRK
FK1 1NB

Access to Data

As stated above, individuals can request a copy of the personal data that the Centre holds about them. Individuals can exercise this right by making a **'subject access request'** to the Carers Centre. Further information about making a subject access request is contained in the organisation's ***Subject Access Request Policy***, which is available from the Carers Centre. We would respond to a subject access request within one month or notify the individual if further time is required and why.

Storing Personal Data

Information is stored by the Carers Centre on our computer systems and in secure online services. To protect information in the event of a problem with the Centre's systems, the Centre also uses secure online back-up services. For some of our services, we may also store information in paper files in secured cabinets at the Carers Centre's premises.

Individuals have an option to contact us through our website. We cannot guarantee that information sent through the website is completely secure, however, we will do our best to protect personal data. Further information is contained in the ***Website Privacy Notice*** on the Carers Centre website.

Data Breaches

Any data breaches will be recorded on our ***Data Breach Register***. Where legally required, we will report a breach to the Information Commissioner within 72 hours of discovery. In addition, where legally required, we will inform the individual whose data was subject to a breach. More information on breach notification is available in our ***Data Breach Notification Policy*** which is available from the Carers Centre.