

WHO WE ARE	Carers Wakefield & District is a local charity supporting unpaid carers in the Wakefield area through a number of services, including advice and information, support groups and training. This privacy notice explains our views and practices regarding how we store and process personal data. The notice also explains how the organisation applies data protection principles. We are committed to protecting and respecting your privacy and security. Whenever you provide us with your personal information to access services or through our website, we will use and hold that information in accordance with current UK data protection legislation. When you access our services, we will explain how we will store and use any personal data we request about you. The details of our organisation are as follows - Carers Wakefield & District is a registered charity (number 1053295) and company limited by guarantee (number 3143673). The registered address is Carers Wakefield & District, 25 King Street, Wakefield, WF1 2SR. If you have any questions about this Privacy Notice, please contact us on 01924 305544.
WHEN WE COLLECT DATA	Carers Wakefield & District may need to ask for data about you when you - ▪ use our services ▪ give us feedback or make a complaint ▪ attend an event we have organised ▪ volunteer with us ▪ make a donation ▪ enquire about or apply for a job ▪ take up employment We will only ask for the information we need for that particular purpose and will not use the information you give us for anything else.

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WHAT DATA DO WE COLLECT	We may ask you for the following items of personal information as necessary to complete our interaction with you: ▪ Contact details - name, address, postcode, telephone number, email address. ▪ Cared for details - name, address, postcode ▪ Personal information (for you and cared for) - such as date of birth, gender, health conditions
HOW WE USE YOUR DATA	Purposes for which personal data may be used by Carers Wakefield & District in the process of interacting with you include, but are not limited to: ▪ The provision of services provided for you ▪ The management of employment and other contractual relationships ▪ Managing volunteer roles ▪ Processing job applications ▪ Keeping records for management, audit and monitoring We do not store or transfer data outside the UK. We will not use your personal data for any marketing purposes. We will not share personally identifiable information about you with any other organisations without your informed and explicit consent. We may send you information about our events and activities with your explicit agreement or on request. If you ask you to stop sending you this information, we will comply with the request as soon as possible.
WHO CAN ACCESS YOUR DATA	Personal data will be used by the Carers Wakefield & District workforce, as necessary to fulfil their job roles. We will not sell your information to third parties. We will not share your information with third parties for marketing purposes. We use third party partners which provide the platforms on which we process personal information as necessary to run the organisation and provide services. These partners act within our instructions and do not have direct access to the information being processed.

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	We may share non-identifiable information with other organisations where we deliver services in partnership with them. We will ask your consent if we intend to share data that may identify you We will disclose personal data where this is required by law. This may mean providing information to the government for tax investigation or providing information to law enforcement agencies for the investigation of crime. If we believe there is a risk of serious harm or abuse, we will disclose information to the emergency services or the local authority safeguarding team.
LAWFUL PROCESSING	The Data Protection Act and General Data Processing Regulations 2018 requires us to rely on one or more lawful grounds to process your personal information. The following are the grounds we use: Legitimate interest - Carers Wakefield & District stores and processes personally identifiable data to meet its obligations to deliver services, manage the organisation, report to funders and fulfil other functions as necessary. In meeting these interests we will use personal information fairly and only for the purposes it was obtained. We will not use personal information in any way that may be harmful or intrusive. Where we process sensitive personal data this is done with an additional justification which may be consent or another legitimate condition. Consent - We may ask you for explicit consent to certain things, for instance to send you information about our events and activities. You have the right to withdraw this consent at any time. Legal Obligation - Where Carers Wakefield & District is required by law to provide information about our relationship with you. For instance, if we employ you we must provide information about that employment to HMRC. Vital Interest - If someone we hold personal information about is incapacitated and we need to disclose their personal information to save their life. Contract - To fulfil our contractual obligations. This may include employment contracts and contracts with suppliers.

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YOUR RIGHTS	The Data Protection Act and General Data Protection Regulations 2018 provides people with rights over how organisations use their personal data. If you would like to talk to us about your personal data you can contact us through these methods - By post to: Carers Wakefield & District, 25 King Street, Wakefield, WF1 2SR. By telephone: 01924 305544 By email: info@carerswakefield.org.uk The rights you have over your own personal data are explained below 1. The right to be informed If we ask you for your personal details, we will explain why we need it and how it will be used. 2. The right of access You can ask you for a copy of the personal information we may hold about you. Within certain limits, we will give this information to you free of charge and respond within 28 days. 3. The right to rectification If you think that the information we have about you is incorrect, you can ask for this to be rectified by contacting us using the contact details shown above. We will respond to your request within 28 days. There are circumstances under which we can refuse a request for rectification. If we decide to do this we will write to you and explain the reasons for our decision. 4. The right to erasure You have the right to request that we delete personal data about you. If you would like to exercise this right, please contact us using the contact details shown above. However, there are circumstances under which we can refuse the request. If we decide to refuse a request we will write to you within 28 days of the request being received and explain the reasons for our decision. 5. The right to restrict processing You can ask us to not use personal data for the purposes for which it was collected.
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	This can be done on a temporary basis whilst a request for rectification or an objection is being dealt with, or permanently as an alternative to having data erased. 6. The right to data portability We will provide personal data in a structured and commonly used electronic format if requested to do so as part of a subject access request. If technically feasible, we will transfer data electronically to another service provider at the request of the person the data relates to. 7. The right to object Under certain circumstances you can object to the use we make of your personal data and ask us to stop doing this. If you object to the use of your personal data to meet our legitimate interests in providing services and running Carers Wakefield & District, we will consider your objection in relation to these interests in deciding whether to comply with the objection. We will comply with an objection or provide an explanation of our reasons for not doing so, within 28 days of the objection being received.
SAFEKEEPING OF INFORMATION	We take the security of the personal data we process about carers, cared for, volunteers, staff and others extremely seriously and have measures in place to keep data safe and protected from unauthorised access. These measures include: ▪ We store personal data on secure and encrypted electronic systems with access controlled by password authentication. ▪ Where it is necessary to record personal information on paper, this is kept in locked cabinets with controlled access. ▪ We do not retain personal data for longer than the periods laid down in our Data Protection Policy.
COMPLAINTS	If you have reason to make a complaint then this can be done in the first instance by contacting our CEO: By phone: 01924 305544. By post: CEO, Carers Wakefield & District, 25 King Street, Wakefield, WF1 2SR. Our full complaints policy is available upon request.
POLICY REVIEW	This policy was last reviewed in December 2024 and will be reviewed annually.