

# Crossroads Care Wokingham

## Privacy Policy

### Introduction

We, Crossroads Caring for Carers Wokingham, are the 'controllers' of the information which we collect about you ('personal data'). Being controllers of your personal data, we are responsible for how your data is processed. The word 'process' covers most things that can be done with personal data, including collection, storage, use and destruction of that data.

This notice explains why and how we process your data, and explains the rights you have around your data, including the right to access it, and to object to the way it is processed. Please see the section on 'Your rights as a data subject' for more information.

Crossroads Caring for Carers Wokingham is also known by our trading name Crossroads Care Wokingham.

We are a registered charity (No. 1128216) and a Company Limited by Guarantee registered in England and Wales (No.06768350). and our contact details are:

Address:	Wokingham Community Hospital, 41 Barkham Road, Wokingham, RG41 2RE
Email:	contact@wokinghamcrossroads.org
Telephone number:	0118 979 5324

You can contact the person who has responsibility for our Data Protection on Tel: 0118 979 5324 if you have any queries about this notice or anything related to data protection.

### Personal data

'Personal data' is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you.

It can also include 'special categories' of data, which is information about a person's race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is ‘special categories’ or not, and we only process data if we need to for a specific purpose, as explained below.

We collect your personal data mostly through our contact with you, and the data is usually provided by you, but in some instances we may receive data about you from other people/organisations. We will explain when this might happen in this Notice.

### Your data and how and why we process it

In general terms, we process your data in order to manage our relationship with you. The table below lists more specific purposes for processing your data, and the legal basis for each type of processing.

Data processing	Legal basis for processing
<p><b>Staff Recruitment</b></p> <ul style="list-style-type: none"> <li>• Job applicants - Contact details and employment history.</li> <li>• Equal opportunities monitoring form, to ensure all working requirements for staff with a disabilities are met.</li> <li>• Personal references</li> </ul> <p><b>Performance management</b></p> <ul style="list-style-type: none"> <li>• Supervision notes</li> <li>• Annual Appraisal</li> </ul>	<p>Article 9 b - processing of sensitive data is necessary in connection with employment and social security and social protection law.</p> <p>“</p> <p>“</p> <p>“</p> <p>“</p>
<p><b>Staff Payroll</b></p> <ul style="list-style-type: none"> <li>• Payment of salaries</li> <li>• Payment of Tax - HMRC</li> </ul>	<p>Article 6 (c) – legal obligation for processing</p>
<p><b>Performance of service contract</b></p> <p>Carer and the person they care for’s or homecare users contact details, DOB, Gender, details of health conditions, assessment of needs.</p>	<p>Our services include the delivery of home-based respite care, emergency cover, homecare support and, on occasion, help with community based activities. If sensitive data is not provided we are not able to tailor our services to meet individual needs.</p>
<p>Analysis of personal demographics of people using our services to identify gaps.</p>	<p>Article 6 (b) - processing is necessary for the performance of a contract Article 9 (h) - processing of sensitive information is necessary for the</p>

Contract monitoring data Personal data relating to overall delivery of respite care and BMUP services.	purposes of the provision of social care services  Article 6 (b) - processing is necessary for the performance of a contract
Google Analytics is used on our website to collect anonymous information about your visit to help us improve our website.	Article 6 (a) the data subject has given consent to using cookies.
On occasion we may use photographs taken at events and/or video / audio recordings to use, with your permission, for promotional activities.	Article 6 (a) the data subject has given consent to use of their images.
Targeted marketing campaigns are arranged to ensure people are informed about the most appropriate care services to meet their needs. Enables distribution of relevant leaflets/flyers.	Article 6 (a) the data subject has given consent to receive appropriate mailings. Article 6 (f) information is provided in the legitimate interests of the data subject.

At times, we may further process data which we have already collected. We will only do this if the new purpose for processing it further is compatible with the original purpose that the data was collected for. We will tell you about any further processing before carrying it out.

### Personal data received from third parties

This is a list of your personal data that we may receive from other people or organisations.

Data	Source
References for newly appointed staff.	Previous employers / personal contacts of applicant.
Service referral contact details (Name, address and telephone number/email, Gender, DOB, address, health condition(s) of you and the person you care for) from our partner voluntary sector agencies.	Berkshire Carers Hub Crossroads Care Reading Involve – Community Prescribers Memory Clinic Parkinson’s Society Signal4Carers Stroke Association

Service referral contact details (Name, address and telephone number/email address, health condition(s) of the person you care for) from social care statutory organisations.	Wokingham Borough Council Bracknell Forest Council
Service referral contact details (Name, address and telephone number/email address, health condition(s) of the person you care for) from health organisations.	Local GP surgeries District Nurses Community Matrons Wokingham Community Hospital Royal Berkshire Hospital
Service referral contact details (Name, address and telephone number/email address, health condition(s) of the person you care for) from other organisations.	Optalis Private care agencies

### Who we share your data with

For some processing purposes we share your data with third parties. This is a list of the information we may share with external recipients, and for what purpose:

Recipients of your data	Purpose for sharing
HMRC Salary/pension details of employees	Payment of Tax
Software suppliers Personal records of carers/cared for/people with care needs.	Secure storage of clients personal data and computerised scheduling of rotas.
Archive companies Personal records of carers/cared for/people with care needs.	Secure scanning and disposal of archived data subjects paper records.
Local Authorities Limited personal data (name/ID number, health conditions)	Provided as part of contract monitoring.

### How we store your data

Your personal data is held in both hard copy and electronic formats.

Electronic data, including emails, is stored on our servers, which are located in the UK and may be stored on our software suppliers' servers in the European Union.

## **How long we keep your data**

Information about how long we process your data for can be found in our Data Retention Schedule (available on Tel: 0118 979 5324).

Some retention periods are based on legal requirements while others take into account practical needs to keep the data.

Once the applicable retention period expires, unless we are legally required to keep the data longer, or there are important and justifiable reasons why we should keep it, we will securely delete the data.

## **Cookies on our website**

Cookies are small files which websites store on your computer and which contain various types of information about your visit to a website. They are not viruses or malicious software but they are generally aimed at providing you with a good experience when browsing a site by, for example, remembering your preferences so that you do not need to reset them every time you visit the website.

Cookies can record information about how you browse the internet. They can therefore be used by websites to advertise goods and services which, based on your browsing history, are similar to goods and services which you have previously searched online. This is why some users reject or delete cookies.

Cookies normally expire after a length of time which can vary from a few minutes to more than a year. Some cookies are 'session cookies' which are deleted when you close your internet browser or after a period of inactivity. Others are 'persistent cookies' which remain on your computer until their expiration date.

We do not store cookies on your computer without your consent, unless they have the sole purpose of carrying out the transmission of communications or they are strictly necessary for providing an online service.

You may restrict or block cookies which are set by any website through your browser settings. Your browser settings also allow you to clear your browsing history and delete cookies. Information about how you can do this can be found on this link <https://ico.org.uk/for-the-public/online/cookies>. Mobile devices may have their own settings and you need to refer to the manual of the device.

Please note that restricting or disabling cookies may impact the functioning of parts of our website.

Links to external websites that are made available through the Crossroads Care Wokingham website or in any of our publications are for the purpose of convenience

or citation. Crossroads Care Wokingham is not responsible for the content or privacy policies of these other pages. We encourage visitors to review each site's privacy policy before disclosing any personally identifiable information.

### **Your rights as a data subject**

As a data subject, you have the following rights in relation to your personal data processed by us:

- To be informed about how your data is handled;
- To gain access to your personal data;
- To have errors or inaccuracies in your data changed;
- To have your personal data erased, in limited circumstances;
- To object to the processing of your personal data for marketing purposes or when the processing is based on the public interest or other legitimate interests;
- To restrict the processing of your personal data, in limited circumstances;
- To obtain a copy of some of your data in a commonly used electronic form, in limited circumstances;
- Rights around how you are affected by any profiling or automated decisions.

### **Withdrawing consent**

If we are relying on your consent to process your data, you may withdraw your consent at any time.

### **Complaints to the Information Commissioner**

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.

### **Exercising your rights, queries and complaints**

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please our office on Tel: 0118 979 5324 and ask to speak to our Trustee who has responsibility for data protection.