

# PRIVACY NOTICE

## How we use your information

This Privacy Notice tells you how St Cuthbert's Care collects and uses personal information about you. We will only use your personal information in accordance with the General Data Protection Regulation (the GDPR) and any other laws that set out how we can use your personal data. It applies to information we collect about:

- visitors to our websites;
- people who use or visit our services;
- job applicants and our current and former employees/volunteers

## Definitions

In this Privacy Notice, the use of the following words/phrases mean:

**we, us, our or the charity** (or similar words) refer to St Cuthbert's Care;

**you** means the person whose personal information we collect;

**service** means the part of the charity you are associated with;

**third parties** means anyone who we may share your personal information with;

**website** means any of the charity's websites

## Data Controller

We control the personal data that is collected by us about you and the way that we use that information which makes us the Data Controller for the purposes of the GDPR. Our contact details can be found in the "How to contact us" section of this Privacy Notice.

## Purpose and legal basis for processing your personal data

At the point we collect your personal data we inform you of the purpose and legal basis for collecting and using your information and will direct you to this Privacy Notice. We will not collect your personal information for one purpose and then used it for another unless the second purpose is implicit or we have asked your consent to do so first. The table below shows the main purposes and legal basis for processing.

Service	Purpose	Legal Basis
Care/support services	To assist us in the provision of care and support to you. To comply with legal obligations set by regulators CQC/Ofsted. To notify you about changes/communicate with you	Processing is necessary for the performance of a contract with you (or to take steps to enter into a contract), or processing is necessary for compliance with a legal obligation, or processing is necessary to protect the vital interests of you (or other person), or necessary legitimate interest pursued by

		us, or a third party or processing is necessary for the purposes of medical testing/temperature screening (such as for coronaviruses)
Fundraising	To fundraise for the charity's services	Necessary legitimate interests pursued by us, or a third party, or through consent by you to process your personal information.
Central office functions (HR, Finance, Training, IT Marketing)	Employee administration	Processing is necessary for compliance with a legal obligation, or, processing is necessary for the performance of a contract with you (or to take steps to enter into a contract) or processing is necessary for the purposes of medical testing/temperature screening (such as for coronaviruses)
Charity wide	To improve our services and protect those we support, our staff teams and visitors	Necessary legitimate interest pursued by us, or a third party, for instance, the use of CCTV, temperature scanners/medical testing (such as for coronaviruses)

### Visitors to our websites

When someone visits one of our websites we use a third party service, provided by our website hosting company SiteGround Hosting Ltd, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

We do not make, and do not allow SiteGround Hosting Ltd to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

We only collect cookies for compiling information on visits to our websites.

### Search engine

Our website search facility does not log searches made.

### What if you fail to provide personal information?

If you fail to provide certain personal information when requested or required, we may not be able

to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations. You may also be unable to exercise your statutory or contractual rights.

**With whom do we share your personal information?**

We will not sell or rent your information to third party organisations and we will not share your personal information for others to use in their marketing or fundraising.

We may share your personal information with third parties where it is necessary to administer the contract we have entered into with you, where we need to comply with a legal obligation, or where it is necessary for our legitimate interests (or those of a third party).

**How does the Charity protect your personal information?**

The Charity has put in place and regularly reviews measures to protect the security of your personal information. It has internal policies, procedures and controls in place to try and prevent your personal information from being accidentally lost or destroyed, altered, disclosed or used or accessed in an unauthorised way. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a legitimate need to know in order to perform their job duties and responsibilities. You can obtain further information about these measures from our Data Protection Officer.

Where your personal information is shared with third-party service providers, we require all third parties to take appropriate technical and organisational security measures to protect your personal information and to treat it subject to a duty of confidentiality and in accordance with data protection law. We only allow them to process your personal information for specified purposes and in accordance with our written instructions and we do not allow them to use your personal information for their own purposes.

The transmission of information via the internet is not completely secure; this risk is not specific to our Website and is common across the internet. Unfortunately, we cannot guarantee the security of the transmission of the data which is outside our control; any data you send is at your own risk. However, to reduce this risk our internal procedures requires staff that need to send sensitive personal data outside our network, do so with strict controls on encryption and password protection.

The Charity also has in place procedures to deal with a suspected data security breach and we will notify the Information Commissioner's Office (or any other applicable supervisory authority or regulator) and you of a suspected breach where we are legally required to do so.

**For how long does the Charity keep your personal information?**

The Charity will only retain your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed, including for the purposes of satisfying any legal, tax, health and safety, reporting or accounting requirements.

Personal information which is no longer to be retained will be securely and effectively destroyed or permanently erased from our IT systems and we will also require third parties to destroy or erase such personal information where applicable.

In some circumstances we may anonymise your personal information so that it no longer permits

your identification. In this case, we may retain such information for a longer period.

Our data retention periods will differ from service to service, dependent on the type of data and the purposes of processing. If you require specific retention schedules for your personal information please contact us using the contact details further on in this Notice.

### **Your rights in connection with your personal information**

It is important that the personal information we hold about you is accurate and up to date. Please keep us informed if your personal information changes so that our records can be updated. The Charity cannot be held responsible for any errors in your personal information in this regard unless you have notified the Charity of the relevant change.

As a data subject, you have a number of statutory rights. Subject to certain conditions, and in certain circumstances, you have the right to:

- request access to your personal information - this is usually known as making a data subject access request and it enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it
- request rectification of your personal information - this enables you to have any inaccurate or incomplete personal information we hold about you corrected
- request the erasure of your personal information - this enables you to ask us to delete or remove your personal information where there's no compelling reason for its continued processing, e.g. it's no longer necessary in relation to the purpose for which it was originally collected
- restrict the processing of your personal information - this enables you to ask us to suspend the processing of your personal information, e.g. if you contest its accuracy and so want us to verify its accuracy
- object to the processing of your personal information - this enables you to ask us to stop processing your personal information where we are relying on the legitimate interests of the business as our legal basis for processing and there is something relating to your particular situation which makes you decide to object to processing on this ground
- data portability - this gives you the right to request the transfer of your personal information to another party so that you can reuse it across different services for your own purposes.

Due to the nature of the work we do, we do not currently automate decision making or profile your personal information without human intervention. If however you have any concerns regarding this you may contact us to discuss further.

If you wish to exercise any of these rights, please contact our Data Protection Officer. We may need to request specific information from you in order to verify your identity and check your right to access the personal information or to exercise any of your other rights. This is a security measure to ensure that your personal information is not disclosed to any person who has no right to receive it.

In the limited circumstances where you have provided your consent to the processing of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. This will not, however, affect the lawfulness of processing based on your consent before its withdrawal. If you wish to withdraw your consent, please contact our

Data Protection Officer. Once we have received notification that you have withdrawn your consent, we will no longer process your personal information for the purpose you originally agreed to, unless we have another legal basis for processing.

If you believe that the Charity has not complied with your data protection rights, you have the right to make a complaint to the Information Commissioner's Office (ICO) at any time. The ICO is the UK supervisory authority for data protection issues.

### **Transferring personal information outside the European Economic Area**

We do not currently transfer your personal information to countries outside the European Economic Area.

### **Changes to this privacy notice**

The Charity reserves the right to update or amend this privacy notice at any time. We will post the updated version on our Website so that you are always aware of what personal information we collect, how we use it and under what circumstances we disclose it.

The updated Privacy Notice will take effect as soon as it is posted on our Website. This Privacy Notice was last updated on 25 September 2023.

### **How to contact us**

If you have any questions about this Privacy Notice or how we handle your personal information, please contact our Data Protection Officer by writing to them at St Cuthbert's Care, St Cuthbert's House, West Road, Newcastle upon Tyne, NE15 7PY, or by emailing them at [DPO@stcuthbertscare.org.uk](mailto:DPO@stcuthbertscare.org.uk).

Please mark any correspondence with the title, Data Protection Query.

### **How to complain**

If wish to complain about the way we have handled your personal information you should contact our Data Protection Officer using the details above.

If you have already contacted us about any of the above rights and you are still unsatisfied with our response or the outcome you can contact the Information Commissioner's Office using the details below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF