

Privacy Notice

This privacy notice describes how we collect and use personal information about you during and after your relationship with Care Network Cambridgeshire whether this is as an employee, a volunteer, a referrer or a client. We are committed to protecting the privacy and security of your personal information and set out below how we collect, process, share and dispose of that information.

References to “we”, “us”, “you” or “our” in this Privacy Notice are references to Care Network Cambridgeshire, a company limited by guarantee registered in England and Wales, registered company number: 06297277; and a charity registered in England and Wales, registered charity number: 1120693.

We will comply with data protection law. This says that the personal information we hold about you must be:

- a. Used lawfully, fairly and in a transparent way.
- b. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- c. Relevant to the purposes we have told you about and limited only to those purposes.
- d. Accurate and kept up to date.
- e. Kept only as long as necessary for the purposes we have told you about.
- f. Kept securely.

Personal information means any information that can be used to identify an individual, for Care Network Cambridgeshire this is likely to include:

- a. Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- b. Date of birth or age.
- c. Gender.
- d. Marital status and dependants.
- e. Next of kin and emergency contact information.

For our staff only we will also collect/hold:

- f. National Insurance number.
- g. Bank account details, payroll records and tax status information.
- h. Salary, annual leave, pension and benefits information.
- i. Start date
- j. Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process).
- k. Employment records (including location of employment, job titles, work history, working hours, training records and professional memberships)
- l. Performance information
- m. Disciplinary and grievance information
- n. Photographs

For staff, volunteers or clients we may also collect, store and use the following “special categories” of more sensitive personal information (sometimes we collect this because our funders require the information) :

- a. Information about your race or ethnicity, religious beliefs, gender, sexual orientation and political opinions.
- b. Trade union membership.
- c. Information about your health, including any medical condition, health and sickness records.
- d. Information about criminal convictions and offences

Under certain circumstances, by law you have the right to:

- e. **Request access** to your personal information (commonly known as a “data subject access request”) - receive a copy of the personal information we hold about you and check that we are lawfully processing it.
- f. **Request correction** of the personal information that we hold about you - have any incomplete or inaccurate information we hold about you corrected.
- g. **Request erasure** of your personal information - ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- h. **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- i. **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- j. **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Manager via admin@care-network.org.uk

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

RIGHT TO WITHDRAW CONSENT

If you decide you don't want us to use your information as set out above please contact the Data Manager admin@care-network.org.uk. Once we have heard from you that you don't want us to use your information we will stop contacting you and tell anyone that we have shared your information with that we no longer have your consent to use the information.

A1. Information about you – our client or referrer

1.1 We will collect personal information from you when you enquire about our activities, or request support from one of our services. If you are requesting support for another person ('the client') we will also collect personal information about them and will assume that you have their consent to share the information with us.

We need to have your consent to store, process and share information about you. Where possible we will obtain your consent in writing, but initially we often obtain consent verbally. Our staff will record that consent has been given.

A2. Our use of this information

2.1 Personal information will only be used to process requests, to provide the client with our services, and to provide the client with information relating to our services and other services which we think you may be interested in.

2.2 We will not share your information with our partners or any third parties without your consent unless we have safeguarding concerns

2.3 Information may be shared with our volunteers who deliver services, they will keep this data securely and it will be disposed of securely after they have delivered the service to the client.

2.4 Information may be shared with the bodies that fund Care Network Cambridgeshire though this is not usually special information that would identify an individual.

2.5 We store the information on a password protected system which is only accessible by our staff. 10 years after our last contact with the client the information will be anonymised, that is we will remove anything which could identify an individual whilst keeping a record that we delivered a service.

A3. Security and accuracy

3.1 We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us.

3.2 Communications in connection with our services may be sent by e-mail. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and provide the certification to enable us to communicate with you in that way. E-mail unless encrypted is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free. We normally communicate with clients by telephone, in writing or face to face.

A4. Other information

4.1 If you require a copy of the information that we hold on you, this can be requested by contacting the us on 01954 211919 or admin@care-network.org.uk or in writing to Care Network Cambridgeshire, Broadway House, 149-151 St Neot's Road, Cambridge, CB23 7QJ.

4.2 If you would like us to correct or update any information, or if you would like information deleted from our records, then please contact us on 01954 211919 or email us at admin@care-network.org.uk If you correct any information that we hold, we are required to share that correction with anyone we have shared the information with.

Information about you – our volunteer

4.3 We will collect personal information from you when you apply to volunteer with us. If you decide not to follow this up or after interview it is decided that volunteering with Care Network is not right for you then your information will be destroyed. If you do volunteer with us we will retain an electronic copy of your application form so that we have up to date contact details in order to tell you about volunteering opportunities, training and events.

We need to have your consent to store, process and share information about you.

Our use of this information

4.4 Personal information will only be used to provide you with information about clients we would like you to work with, or about training or social events which are part of our support for volunteers and to arrange meetings with your co-ordinator.

4.5 We will not share your information with our partners or any third parties unless we have safeguarding concerns or you have agreed that the information can be shared with a community group or scheme e.g. a car scheme or time credits that you have expressed an interest in as part of your volunteering

4.6 We store the information on a password protected system which is only accessible by our staff. 3 years after you cease to volunteer with Care Network we will remove anything which could identify you and destroy and paper records.

A5 Security

5.1 We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us.

5.2 Communications in connection with our services may be sent by e-mail. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and provide the certification to enable us to communicate with you in that way. E-mail unless encrypted is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free. We normally communicate with volunteers by telephone, by email or face to face, if we send the information by email it will be password protected.

Other information

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Information about you – our employee

5.5 We will collect personal information from you when you apply to work for us. If you decide not to follow this up or after interview it is decided not to appoint you then your application information will be destroyed six months after the interview date for the post you applied for. If you are appointed to a post we will retain your application information as the basis of your personnel file.

Our use of this information

5.6 Personal information will be used for the following:

- a. Making a decision about your recruitment or appointment.
- b. Determining the terms on which you work for us.
- c. Checking you are legally entitled to work in the UK
- d. Paying you and deducting tax and National Insurance contributions.
- e. Liaising with your pension provider and, if appropriate, your childcare voucher provider.
- f. Administering the contract we have entered into with you
- g. Business management and planning, including accounting and auditing.
- h. Conducting performance reviews, managing performance and determining performance requirements.
- i. Making decisions about salary reviews and compensation.
- j. Assessing qualifications for a particular job or task, including decisions about promotions.
- k. Gathering evidence for possible grievance or disciplinary hearings.
- l. Making decisions about your continued employment or engagement.
- m. Making arrangements for the termination of our working relationship.
- n. Education, training and development requirements.
- o. Dealing with legal disputes involving you, or other employees, workers and contractors, including accidents at work.
- p. Ascertaining your fitness to work.
- q. Managing sickness absence.
- r. Complying with health and safety obligations.
- s. To prevent fraud.
- t. To monitor your use of our information and communication systems to ensure compliance with our IT policies.
- u. To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution.]
- v. To conduct data analytics studies to review and better understand employee retention and attrition rates
- w. Equal opportunities monitoring.

We will use your particularly sensitive personal information in the following ways:

- a. We will use information relating to leaves of absence, which may include sickness absence or family related leaves, to comply with employment and other laws.
- b. We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.
- c. We may use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, your gender or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.
- d. We may use trade union membership information to pay trade union premiums, register the status of a protected employee and to comply with employment law obligations.

Do we need your consent?

We do not need your consent if we use special categories of your personal information in accordance with our written Information Governance policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent from us.

INFORMATION ABOUT CRIMINAL CONVICTIONS

- We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our data protection and safeguarding policies
- Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.
- We may also process such information about members or former members in the course of legitimate business activities with the appropriate safeguards.
- We envisage that we will hold information about criminal convictions that are not filtered for a DBS check.
- We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of you working for us. We will use information about criminal convictions and offences that are not filtered in connection with DBS checks to ensure the safety of our staff and clients.
- We are allowed to use your personal information in this way to carry out our obligations to protect

the safety of our clients and staff

5.7 Access to data

We will share your data with some third parties including payroll, pension and childcare voucher providers. We require third parties to respect the security of your data and to treat it in accordance with the law.

Personal data on staff is only accessible by the Chief Officer, Finance Officer, Data Manager, they may share some information with your line manager if necessary. Information about staff is retained for 7 years after they leave Care Network and is then destroyed (or anonymised in the case of Charity Log records).

Security

- We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us.
- Communications in connection with your employment should be sent by internal email which is more secure than external email or other means of communication. E-mail unless encrypted is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free. We normally communicate with staff by telephone, by email or face to face.

Other information

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We reserve the right to change or update this privacy notice at any time.

If you have any questions about this privacy notice please contact the Data Security Lead on 01954 211919 or admin@care-network.org.uk