

Privacy Notice for carers of Headway Devon clients

Who is collecting your personal data?

Headway Devon collects the personal data of the carers for clients who are referred to or using our services. We will ensure that the data give us is processed in line with our organisation's Data Protection Policies and in line with your rights under the Data Protection Act 2017 and the EU General Data Protection Regulations. Should you wish to find out more about our Data Protection Policies please contact our Data Protection Lead, Ruth Wells, by calling 01392 211822 or emailing ruth@headwaydevon.org.uk. If you need this information in another form please let a member of staff know.

Why are we collecting your personal data?

As the carer of a Headway Devon client we need to hold your personal data on our database such as your name, address, email address and telephone number. It is your responsibility to inform us when information changes. This information is used for contacting you as part of our day to day operational needs such as invoicing, arranging visits, assessments and reviews and of course for emergency contact purposes. In addition, we record details of your role in the client's care plan and risk assessments and notes made by staff. If we provide support to you through the Carer's Group we will also keep notes and outcomes information about you to ensure that we are providing you with an effective service.

Our legal basis for holding your information

It is necessary for Headway Devon to hold this information so that we can keep your loved one safe and for the organisation to offer you support.

How we store your information

This information is held in our database and information is backed up to the cloud. Electronic information is also stored on a secure server in our central office. In addition to our electronic records, we also hold manual records in client folders either at our day centres or our central office. These files contain a manual record of the above and are for the convenience of our staff should we be unable to access the database in instances such a power cut or internet connection problems etc.

Who we will share your personal data with?

In order to deliver services to our clients, it may be necessary for us to share your personal data with the organisations / partners involved in supporting the client. These may include as the NHS, your Local Authority, other charities or care agencies, and the client's solicitor. We will always make every effort to seek your permission to share your information but there may be times where our duty of care to you prevents us from acting in accordance with your wishes. We share your information with software providers but ensure through strict data sharing agreements that they are responsible and legally compliant with your data.

We would never sell your data to any third parties.

How long will we hold your personal data?

All information on the database or in manual records is held for the entire time that the client you care for services from Headway Devon and it is our policy to retain our records for 8 years following our contact with you from Headway Devon. The reason for this period is that this is

length of time that the Department of Health requires and also reflects the need for individuals who may choose to return to Headway Devon.

Your rights

You have the right to apply to us for a copy of the personal data being held and after we have confirmed your identity, we have up to one calendar month to get this information to you. We have the right to make a 'reasonable' charge for requests that are manifestly unfounded, excessive or repetitive.

You also have the right to instruct us to amend information that is incorrect and we must act within one month.

You have the right to request we erase your data and then we will investigate whether we can do so legally. If we are unable to do so we will inform you or we will erase your data within one month.

You have the right to ask us not to use your data. If we are unable to do so we will inform you.

You have the right to complain about the data that we hold and the way we hold and use that data.

Your right to complain

In the event that you wish to complain about the way that your personal data has been handled by Headway Devon, you should write to the Data Protection Lead and clearly outline your case.

Ruth Wells, Data Protection Lead, The X Centre, Commercial Road, Exeter. EX2 4AD. Your complaint will then be investigated in accordance with our Complaints Procedure. If you remain dissatisfied with the way your personal data has been handled, you may refer the matter to the Information Commissioner's Office at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Photography and Videos Consent Form

There will be instances at Headway Devon when photographs and video footage will be taken of carers and sometimes film or videos made by the Press or television companies. Some of these images will be used for teaching, publicity and fundraising purposes and some may be uploaded onto "YouTube".

It is often quite likely that clients, staff and volunteers will also appear in those photographs or films, as will other carers who are not the intended subject.

It is important that we are able to protect your anonymity if you so wish, but equally important that we have your agreement to the publication / release of pictures or film if you should appear in them. Therefore we ask that you signify below your approval for the publication of such items if you are content to do so or alternatively to indicate your wish not to have them published.

We have to have your permission to take photographs or videos and you have the right to change your mind at any time. We will then make every effort to destroy anything that we have taken although if items have been published externally we may not be in control.

As a result, I would like to ask you to confirm that you agree for us to use and hold photographic and video images of you.

I..... **(name of carer)**

- 1) I am willing for any photo / film of me to be published or shown :

Signed:

Date: