



PRIVACY POLICY CLIENTS

1. Introduction

This Privacy Notice explains how Carers Federation collects, uses, stores, shares, and protects personal data about you when you access or engage with our services. It also explains your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This notice applies to all clients, service users, carers, former clients, and individuals whose personal data we process in connection with services delivered by Carers Federation, including services commissioned by local authorities and the NHS.

2. Who we are

Carers Federation Ltd is a registered charity and a company limited by guarantee. We provide support, advocacy, information, advice, training, mentoring, research, and community engagement services for carers and related groups.

For the purposes of UK GDPR, Carers Federation Ltd is the Data Controller for the personal data processed through its services.

Contact details for the Data Protection Responsible Officer (DPO):

Christopher Cargill House
21–23 Pelham Road
Nottingham
NG5 1AP

Telephone: 0115 9629 363

Email (data protection enquiries): info@carersfederation.co.uk

3. Services delivered under commission

Many of our services are delivered under contract or commissioning arrangements with local authorities and NHS bodies.

When delivering commissioned services, we process personal data:

- to meet contractual and statutory obligations
- to deliver health, social care, support, and advocacy services

- to meet safeguarding, reporting, and public accountability requirements

We only share information with commissioners and funders where this is lawful, necessary, and proportionate, and in accordance with data protection legislation.

4. What personal data we collect

We may collect and process the following categories of personal data:

- personal identification details (such as name, address, date of birth, contact details)
- information about caring roles and circumstances
- case notes and records relating to support or services received
- equality and monitoring information
- communication records (emails, letters, phone calls)
- feedback and engagement information

Special category data

We may also process special category personal data, such as information about:

- health and wellbeing
- ethnicity, religion, or belief
- sexual orientation (where relevant)

This information is processed only where necessary and with appropriate safeguards in place.

5. Lawful bases for processing

Article 6 – Lawful bases

We process personal data under one or more of the following lawful bases:

- Legal obligation – where processing is required by law (for example safeguarding duties)
- Public task – where services are delivered under statutory or publicly funded arrangements
- Contract – where processing is necessary to deliver services you have requested
- Legitimate interests – where processing supports our charitable objectives and does not override your rights

Article 9 – Special category data

Special category data is processed where:

- it is necessary for the provision of health or social care or support

- it is required for safeguarding purposes
- explicit consent has been given, where consent is the appropriate lawful basis

Access to services is not conditional on consent to optional data collection activities.

6. How we use your information

We use personal data to:

- deliver information, advice, advocacy, and support services
- manage cases and maintain accurate records
- meet safeguarding and statutory responsibilities
- liaise with partner organisations where appropriate
- provide anonymised or pseudonymised reports to funders and commissioners
- improve and review our services
- communicate with you about the services you receive

Profiling and automated decision-making- Carers Federation does not use your personal data for automated decision-making or profiling purposes.

7. Who we share information with

We may share personal information with:

- Carers Federation staff and authorised volunteers
- partner organisations involved in your support where there is a lawful basis
- local authorities, NHS bodies, or regulators where required
- safeguarding authorities where there is a legal duty or risk of harm

We do not sell personal data and do not permit third parties to use personal data for their own marketing purposes.

8. Data retention periods

We retain personal data only for as long as is necessary for the purposes for which it was collected and in line with our legal, contractual, and safeguarding obligations.

Retention periods are determined by reference to:

- statutory and regulatory requirements
- safeguarding guidance and best practice
- commissioning and funding agreements
- the nature of the service provided
- the need to evidence service delivery and decisions
- limitation periods for potential legal claims

Indicative retention periods

Unless a longer or shorter period is required by law or specific service arrangements, we apply the following indicative retention periods:

- Client and service user records:
Normally retained for 6 years after service closure, or longer where required for safeguarding, statutory, or funding purposes.
- Safeguarding records:
Retained in accordance with relevant legislation and guidance and may be held for extended periods where there is an ongoing risk or legal requirement.
- Children and young people's records:
Normally retained until the individual reaches age 25, or longer where required due to safeguarding duties, statutory obligations, or commissioning requirements.
- Equality monitoring data:
Retained separately from case records and held for monitoring and reporting purposes only, usually for up to 6 years.
- Consent records (where applicable):
Retained for as long as reliance on consent remains relevant, and for an appropriate period afterwards to demonstrate compliance.

Review and disposal

Personal data is reviewed periodically and securely deleted, destroyed, or anonymised when it is no longer required, in accordance with our Retention and Deletion Policies.

You may request further information about retention periods using the contact details in Section 2.

9. Your rights under UK GDPR

You have the right to:

- be informed about how your personal data is used
- access your personal data
- request correction of inaccurate or incomplete data
- request erasure of data (where legally applicable)
- restrict processing
- object to processing in certain circumstances
- data portability, where processing is based on consent or contract
- complain to the Information Commissioner's Office (ICO)

Exercising your rights will not normally affect your access to services, except where we are legally unable to continue without certain information.

10. Children and young people

We work with children and young people where appropriate to our services.

Where personal data relates to individuals under 18, we ensure that:

- consent and engagement are managed in line with UK law
 - parental responsibility and capacity or competence are considered
 - additional safeguards are applied where required
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11. Website and cookies

Our website uses cookies to help improve functionality and understand how visitors use our site. Further information is available in our separate Cookie Policy.

12. International data transfers

We do not routinely transfer personal data outside the UK. Where this becomes necessary, appropriate safeguards will be applied in accordance with UK GDPR.

13. Complaints

If you have concerns about how your personal data is used, please contact us in the first instance using the details in Section 2.

You also have the right to complain to the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Telephone: 0303 123 1113

14. Policy review

This Privacy Notice is reviewed regularly to ensure it remains accurate and compliant.