

Privacy Notice

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1. Introduction

Carers First respects and value the privacy of all our carers, interested partiesdonors, and other contacts. We will only collect and use personal data in ways that are described in this Privacy Notice and in a manner consistent with our obligations and your rights under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as amended).

Our child friendly Privacy Notice is available upon request.

2. Information About Us

Carers First:

A registered charity registered in England under charity number 1085430.

Registered address:

Unit 4, Michael Gill Building, Tolgate Lane, Rochester, Kent, England, ME2 4TG

Data Protection Officer:

Compliance Advisory Ltd

Email address: eddie.finch@carersfirst.org.uk

Telephone number: 0330 044 0020

Postal address: Podium House, Chapel Road, Worthing, BN11 1HR

3. What Does This Notice Cover?

This Privacy Notice explains how we collect, use, store, and protect your personal data. It also explains your rights under data protection law and how to exercise them. It applies to anyone whose personal data we process, including carers, the people they care for (where relevant), donors, and website visitors.

4. What Is Personal Data?

Personal data means any information relating to an identified or identifiable living individual. This includes obvious information such as your name, contact details, or date of birth, as well as less obvious data such as identification numbers, online identifiers, or location data.

Some personal data is more sensitive and known as **special category data**. This includes information about your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health or medical details, sex life or sexual orientation, and genetic or biometric data.

The personal data that we use is set out in Section 6, below.

5. What Are My Rights?

Under the UK GDPR and Data Protection Act 2018, you have the following rights (which we will always work to uphold):

- The right to be informed about our collection and use of your personal data (this Privacy Notice aims to provide this information).
- The right of access to the personal data we hold about you (see Section 11).
- The right to rectification if any personal data we hold about you is inaccurate or incomplete.
- The right to be forgotten (erasure) — to ask us to delete or remove your personal data in certain circumstances.
- The right to restrict (block or suppress) the processing of your personal data in certain circumstances.
- The right to object to us using your personal data for particular purposes (including legitimate interests or direct marketing).
- The right to withdraw consent at any time (where we rely on consent).
- The right to data portability (to receive a copy of your data in a structured, commonly used, and machine-readable format and to transmit it to another controller, where the processing is based on consent or contract and carried out by automated means).
- Rights relating to automated decision-making and profiling (we do not currently carry out any automated decision-making or profiling that produces legal or similarly significant effects).
- The right to complain directly to us — if you believe we have infringed your rights under data protection law in the way we have handled your personal data, you have the right to make a formal complaint to us. We will acknowledge your complaint within 30 days and respond without undue delay, keeping you informed of progress and the outcome.

If you wish to exercise any of these rights, please contact us using the details in Section 12. We will respond without undue delay and, in any event, within one calendar month (this may be extended to three months for complex requests, in which case we will inform you).

It is important that the personal data we hold about you is accurate and up to date. Please keep us informed if any of your details change.

Further information about your rights is available from the [Information Commissioner's Office \(ICO\)](#).

If you have any concerns or complaints about how we use your personal data, we would welcome the chance to resolve them ourselves in the first instance using the contact details in Section 12 (including via your right to complain directly to us under the DUAA). You also have the right to lodge a complaint with the ICO at any time: [ICO - Make a complaint](#)

6. What Personal Data Do You Collect and How?

Depending upon your use of our Site and Services, we may collect, process and hold some or all of the following personal and non-personal data, using the methods set out in the table below.

Data Collected	How we collect the Data
Identity Information including name, address, date of birth, gender	Carer monitoring and referral forms and via telephone and website, provided by data subject
Contact information including email address, phone number, emergency contacts	Carer monitoring and referral forms and via telephone and website, provided by data subject
Employment information including job title, place of work, salary details	Carer monitoring and referral forms and via telephone and website, provided by data subject
Profile information including medical details, doctor, family detail, education, language spoken, marital status, sexuality, religion, ethnicity, gender	Carer monitoring and referral forms and via telephone and website, provided by data subject
Information around the caring role which may include details of the Cared For Person including their medical details	Carer Monitoring and referral forms and via telephone and website, provided by the data subject
Data from third parties including Local Authorities, NHS and other charities.	Provided by data subject
Identity information including name, address date of birth for charitable donors and publicly available information e.g., listed directorships on Companies House, trusteeships, or support of other charities.	Provided by data subject and publicly available information

7. How Do You Use My Personal Data?

We will only process your personal data where we have a lawful basis to do so under the UK GDPR. We have set these out in the table below, along with the purposes for processing:

In order to provide our service, we may also process special category data (sensitive data), which may include:

- Ethnicity
- Physical or mental health
- Sexuality or sexual health
- Religious or spiritual or philosophical beliefs
- Trade union membership
- Political opinions
- Genetic or biometric data
- Criminal history

To do this lawfully we need both:

- A lawful basis under Article 6 UK GDPR, and
- A condition under Article 9 UK GDPR.

In most cases we rely on explicit consent for special category data. Where we rely on Article 9(2)(d) (not-for-profit bodies), this is limited to processing in the course of our legitimate charitable activities with appropriate safeguards. It applies to individuals who have regular contact with us in connection with our purposes of supporting carers, and we do not disclose such data outside Carers First without consent (except where legally required).

We maintain appropriate safeguards, including strict access controls and confidentiality obligations.

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we may use your personal data, and our lawful bases for doing so:

What we do	What data we use	Lawful basis (Article 6 UK GDPR)	Special category condition (Article 9, if applicable)
Administering our business	Name, address, date of birth, NI Number, telephone number, family detail, lifestyle and social circumstances, language spoken, employment and educational details, medical details including donor	Contract (performance of our agreement with you or the local authority) or Consent	Explicit consent
Providing our services to you.	Name, address, date of birth, NI Number, telephone number, family detail, lifestyle and social circumstances,	Consent and contract	Explicit consent

	language spoken, employment and educational details, medical details including doctor		
Personalising and tailoring our services for you.	Name, address, date of birth, NI Number, telephone number, family detail, lifestyle and social circumstances, language spoken, sexuality, ethnicity, gender, employment and educational details, medical details including doctor	Consent and contract	Explicit consent
Communicating with you about your support (non-marketing).	Name, address, date of birth, NI Number, telephone number, family detail, lifestyle and social circumstances, employment, and educational details, language	Legitimate interests (to provide effective, responsive support)	Explicit consent (where special category data is involved)
Supplying you with information by email and post that you have opted-in-to (you may opt-out at any time by contacting us.)	Name, address, date of birth, NI Number, telephone number, family detail, lifestyle and social circumstances, employment, and educational details	Consent, or the charitable purpose soft opt-in under PECR as amended by the Data (Use and Access) Act 2025 (DUAA) where you have expressed interest in or offered support to our charitable purposes Explicit consent (where special category data is involved)	Explicit consent (where special category data is involved)
Working with other agencies	Name, address, date of birth, NI Number,	Legitimate interests (to deliver	Explicit consent or Article 9(2)(d)

(e.g., local authorities, NHS, partner charities) to coordinate support	telephone number, family detail, lifestyle and social circumstances, language spoken, employment and educational details, medical details including doctor	joined-up carer support) or Contract/Legal obligation	not-for-profit (with safeguards)
Managing charitable donations and donor relationships	Name, address, previous donations and publicly available information e.g., listed directorships on companies house, trusteeships or support of other charities	Legitimate interests (to manage and steward donations effectively) or Consent	N/A

We may also process your data without consent where permitted or required by law (e.g., safeguarding obligations or legal proceedings), always within the bounds of data protection legislation.

We will only use your personal data for the original purposes for which it was collected, or for compatible purposes. If we need to use it for a new incompatible purpose, we will inform you and explain the lawful basis.

Marketing communications

With your permission and/or where permitted by law (including the charitable purpose soft opt-in under the DUAA-amended PECR), we may contact you by email, telephone, text, or post with information, news, and updates about our services and charitable activities. We will not send unlawful marketing or spam. You can opt out at any time by contacting us or using any unsubscribe link provided. We do not share your personal data with third parties for their own marketing purposes.

8. How Long Will You Keep My Personal Data?

We will not keep your personal data for longer than is necessary for the purposes set out in this notice, or as required by law. We regularly review what we hold and securely delete or anonymise data that is no longer needed.

Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long we keep It
Identity Information including name, address, date of birth	For the length of the Carer contract with the local authority plus any additional retention period requested by the local authority as part of that contract.
Contact information including email address, phone number, emergency contacts	For the length of the Carer contract with the local authority plus any additional retention period requested by the local authority as part of that contract.
Profile information including medical details, doctor, family detail, education, language spoken, marital status, sexuality	For the length of the Carer contract with the local authority plus any additional retention period requested by the local authority as part of that contract.
Information around the caring role which may include details of the Cared for Person including their medical details	For the length of the Carer contract with the local authority plus any additional retention period requested by the local authority as part of that contract.
Data from third parties including Local Authorities, NHS.	For the length of the Carer contract with the local authority plus any additional retention period requested by the local authority as part of that contract

9. How and Where Do You Store or Transfer My Personal Data?

We will only store or transfer your personal data within the UK. This means that it will be fully protected under the UK GDPR and Data Protection Act 2018.

The security of your personal data is very important to us, and to protect your data we take a number of important measures, including the following:

- a. limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- b. procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so;
- c. Information Technology controls including firewall, anti-malware, user access control, patch management, vulnerability assessment and user training.

10. Do You Share My Personal Data?

We will not share any of your personal data with third parties, subject to the following exceptions.

We may sometimes contract with the following third parties to supply services:

Recipient	Activity Carried Out	Sector	Location
Your local authority or council, who commission us to provide the service, with whom we are a joint data controller	We provide data in order to monitor and review our contracts.	Local authority/ council	Your local authority.
Other charities or agencies that provide support such as health, education etc.	Your contact information which will only be passed on with your consent	Charitable sector	You will be advised of any organisation that we refer you to.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Section 9.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

11. How Can I Access My Personal Data?

You have the right to request a copy of the personal data we hold about you. This is known as a Subject Access Request (SAR).

To make a request, please contact us using the details in Section 12. We have a Subject Access Request Form available to make this easier, but you do not have to use it.

We will respond to you within one calendar month (or up to 3 months for complex requests, as allowed under the UK GDPR). We will conduct reasonable and proportionate searches to fulfil your request. We may need to ask for more details if your request is very broad or unclear.

There is usually no charge for a SAR. However, we may charge a reasonable fee (or refuse the request) if it is manifestly unfounded or excessive (e.g., repetitive requests).

12. How Do I Contact You?

To contact us about anything to do with your personal data and this Privacy Notice (including to exercise your rights, make a data protection complaint, or submit a Subject Access Request), please use the following details:

Data Protection Officer: **Compliance Advisory Ltd**

Email address: eddie.finch@carersfirst.org.uk

Telephone number: 0330 044 0020

Postal Address: Unit 4, Michael Gill Building, Tolgate Lane, Rochester, Kent, England, ME2 4TG

13. Changes to this Privacy Notice

We may update this Privacy Notice from time to time (for example, if the law changes or if we change our practices). Any changes will be posted on our website. Where appropriate, we will notify you directly of significant changes.

This Privacy Notice was last updated on 17 July 2026.