

What is this about?

A new law has been made which keeps your information safe – things like your address, date of birth, telephone number. North Staffs Carers and other people collect and use information for all kinds of reasons, and this new law tells them exactly what they are allowed to do with your information.

Our Young Carers team collect some information about our Young Carers, like you. It is our job to tell you how we will collect the information, how we will record it and how we will use it.



In this notice, you will see different names or terms used that you may not be familiar with such as:

Data Controller – This person (or group of people, like North Staffs Carers) is in charge of the information we collect.

Data Processor – This person processes information for the data controller.

Data Protection Officer (DPO) – This person makes sure we do everything the law says. North Staffs Carers DPO is Julie Hammersley.

Personal Data – This means any information that can be used to identify someone, such as your address and date of birth.

Who looks after your information?

North Staffs Carers is the Data Controller of the personal information you give us, we look at how and why your information is collected and used.

Sometimes North Staffs Carers has to give your information to other people, but we will only give away your information when you say it's ok or when the law says that we have to. When your data is given to someone else, they must look after it and keep it safe.

Why do we collect and use your information?

We will only collect your information when we need it to help us do our job or to follow the law. When we've collected it, here's how we use it :

- To get in touch with you and your parents when we need to
- To support you with your caring role
- To monitor and report on your progress
- To protect your welfare and follow safeguarding procedures
- To assess the quality of our service
- To comply with the law regarding data sharing

What information do we collect?

The categories of information North Staffs Carers collects, hold and share includes the following :

Personal Information

This is things like :

- Full Name
- Date of birth and/or age e.g. so we can arrange for you to take part in age appropriate activities
- Home Address
- Contact Details – email addresses and phone numbers



History of Caring Role

- Information about your caring role to enable us to help support you and your family.

Medical Information

- Any special medical conditions you have that we need to know about to keep you safe.



Photography

Using photographs of you counts as processing your personal data. Before we take or use any photographs we will ask (if you are old enough) or a parent to give permission for us to take and use pictures of you. We might use your pictures on our website or social media.

Do you have to give us information?

You must give us quite a lot of the information we need, but there is some information that you can choose whether to let us have it or not.

When we ask you for information that you don't have to give us, we will ask for permission and let you know why we want it and what we will do with it. If you don't want us to have the information, that's your choice.

How long will we keep the information?

We don't keep it forever, only for as long as we need it to help us support you in your caring role. It will be kept for no longer than one year following the last contact we have made with you.



Will your information be shared?

We won't share your information with anyone else without your permission, unless the law says we can or should. We may share information with :

- Social Care
- Health Services
- Other third sector organisations
- Companies we have a joint venture or agreement to co-operate with
- Organisations that introduce you to us
- Organisations and other persons providing service to you
- Organisations you ask us to share your data with
- Courts, to comply with legal requirements
- Anyone else where you have consented or as required by law

What are your rights?

You and your parents have the right to :

- Be told how we use your information
- Ask to see the information we hold
- Ask us to change information you think is wrong
- Ask us to remove information when it's not needed anymore
- Ask us to only use your information in certain ways
- Tell us you don't want your information to be processed

If you are worried about how we get and use your information, you can speak to a member of our Young Carers team or our Data Controller who will be able to help you and answer any questions that you have. If you want to speak to someone not at North Staffs Carers you can call the people who look after information, called the Information Commissioner's Office (ICO) on 0303 123 1113.

Would you like to know more?

If you or your parents would like to find out more information about how we collect, use and store your personal information please visit our website www.carersfirst.com

Four important things to understand

Now you've read this, we hope you understand that :

- The law allows us to get and use your information to help us do our job
- We may share your information with others, but only when we really need to
- We will ask for your permission to share your information whenever you have a choice.
- You can tell us not to share your information, even when you have said yes before