

PRIVACY NOTICE

The Skye and Lochalsh Young Carers' Service (which is governed by the Skye and Lochalsh Community Care Forum SCIO) is committed to protecting and respecting your privacy. The Manager is the data protection officer (DPO).

This privacy notice explains when and why we collect personal information about people who visit our website, complete referral forms and provide consent for other specific reasons. It explains how we use the information and the conditions under which we may share it with others and how we keep it secure.

We might change this notice from time to time so please check our website occasionally to make sure you're happy with any changes. By using the forms or tools we provide you are agreeing to be bound by this policy.

Any questions regarding this notice and our privacy practices should be emailed to skye.lochalshcarers@gmail.com or sent in writing to: Freepost RTSC-KEGJ-STGY, Skye & Lochalsh Community Care Forum, Victoria Cottage, Hedgefield Road, Portree, Isle of Skye, IV51 9GF or Telephone 01478613617.

Who are we?

We are a small local charity based in Skye and Lochalsh, dedicated to supporting young carers aged 5 to 18 years of age, in order to support their welfare and potential.

We are a Registered Scottish Charity (No: SC 027909) and our registered address is: Skye & Lochalsh Community Care Forum SCIO, Victoria Cottage, Hedgefield Road, Portree, Isle of Skye, IV48 8TD.

How do we collect information from you?

- (1) General** - we get information about you when you complete a job application, become an employee, volunteer, trustee, become a Young Carers' supporter or provide a service for us. We also get information about you when you use our website, e.g. when you contact us about products we are selling, to make a donation or submit an email communication or a young carer referral form.
- (2) Families**- we get information about you and your family when a young carer referral form is received, when you make contact with us, when consent forms are completed and when service evaluation forms are completed.
- (3) Young Carers** - we get information about you when a young carer referral form is received, when consent forms are completed, when you register attendance and make contact with us, when service evaluation forms are completed, when self-assessment form(s) are completed, when a case history is written, when other agencies share information (like a Child's Plan or Safe Guarding information), and when we assess you through our observation of your ability levels (e.g. your confidence, social skills and personal safety levels etc.).

What type of information is collected from/about you?

- (1) General** - the personal information we collect might include your name, address, email address, IP address and telephone number(s). If you make a donation online or purchase a product your card information is not held by us, it is collected by our third party payment processors who specialise in the secure online capture and processing of credit/debit card transactions. We hold completed Gift Aid forms and if you register as a supporter we will hold your volunteering option choices and bank details if you provided them to process a standing order donation. If you register to take part in a specific fundraising event we will collect your registration information and if you make a donation in writing we will hold a copy of your correspondence. If you set up a Commercial Partnership Agreement with us we will hold a copy of the agreement along with a sales record.

If you apply for a job (including a volunteering and trustee application) we will collect your contact details, qualifications, experience and employment history, ethnicity, disability details and references. For successful volunteer/trustee applicants we may hold your contact details, qualifications, experience and employment history, ethnicity, disability details, PVG membership record, references, training record, driving licence and insurance details and if you are a minibuss driver - a health declaration.

For successful staff applicants we will **also** hold your bank details, tax details, NI number, pay details, record of expenses, additional hours and toil hours, sick and annual leave, performance and training, next of kin details, medical and welfare records.

(2) Families – the personal information we collect might include your name, address, email address, telephone number(s), consent for your young carer to take part in respite breaks, media and event activities.

We may also collect more sensitive information which might include health diagnosis in the family, your drop-in and telephone and email contact with us, agencies involved with your family, the family structure, identification of the main carer in the family, young person's responsibilities at home, the effect the caring role has on the young person, medical and additional support needs of the young person, medicine administration consent, information sharing with schools and young carer's GP Practice. We may also collect information about how you feel the young carer and your family have benefited from our support.

(3) Young Carers – the personal information we collect might include your name address, email address, telephone number(s), contact records, consent for taking part in media and event activities, emergency contact details and your transport needs.

We may also collect more sensitive information which might include equality information, your date of birth, your school and GP details, any additional support needs you have, a record of any medication to be offered to you, your referral form and referral assessment record, a copy of your Child's Plan if you have one, your drop-in/telephone or email contact with us, your attendance and one to one support records, your behaviour points record and photographs/videos, your case history if you create one and a record of any meetings we attend with or for you. We may also collect information about how you feel you and your family have benefited from our support.

Your self-assessment:

This may include information about who is and what is important to you, how you see yourself, what you like, what your future dreams are, what you find difficult, how involved you feel in things, how healthy you feel, how safe you feel you are, how well you feel you are achieving and how well supported you feel. Other sensitive information might include what care you give at home and how you feel about it, why you decided to join the service and what you hope the service will do for you.

How is your information used?

(1) General - we might use your information to process a donation that you have made, to process your goods order, to carry out our obligations arising from any contracts entered into by you and us. To acknowledge donations received, to process fundraising event registrations and to comply with the Charities and Benevolent Fundraising (Scotland) Regulations 2009.

We might use your information to process a job/volunteer/trustee application for recruitment purposes and to make sure we comply with our Equal Opportunities Policy. For successful applicants PVG Disclosure Scotland will process your information to comply with safe guarding regulations. Driver information will be processed to help ensure the safety of all staff, volunteers and young carers being supported by the service. Staff information will be used to process payroll and to monitor personal performance and access to training. The medical and welfare information you provide may be used to support your health and well-being in the work environment.

(2) Families – the information we collect may be used to:

- keep you informed of Young Carers' service updates and activities available to young carers
- confirm you have received information and give **or** withhold consent for information sharing or taking part in activities
- make transport arrangements
- contact you when your young carer wants to contact home, or wants the service to contact home, or during any crisis, or situation where medical assistance might be required
- the more sensitive information we collect may be used to help us assess the appropriateness and priority to be given to the young carer's referral to the S&L Young Carers service
- help provide appropriate levels of support to your young carer
- used for statistical purposes this is anonymised (you will not be recognised), in addition we may anonymise feedback comments to be used to help train others and/or provide reports to our Funders
- help us as a service to review what we do, why we do it and how we do it
- help us with our funding applications
- help us provide Young Carer awareness raising training for others

Our end of year report shows how we use and present our statistical information and it is available to you and the public on our website and can also be printed on request.

Young Carers – the information we collect may be used to:

- keep you informed of Young Carers' service updates and activities available to you
- confirm you have received information and give **or** withhold consent for information sharing or taking part in activities
- help make transport arrangements
- more sensitive information we collect may be used to show funders that we provide equal opportunities to young carers regardless of gender, ethnic background, religion, disability or geography within the Skye and Lochalsh area
- help us assess the appropriateness and priority to be given to your referral to the S&L Young Carers service
- help provide appropriate levels of support for you
- used for statistical purposes this is anonymised (you will not be recognised), in addition we may anonymise your feedback comments, to be used to help train others and/or provide reports to our Funders
- promote the Young Carer cause through your anonymised case study if you decide to create one
- help us as a service to review what we do, why we do it and how we do it
- help us with our funding applications
- help us provide Young Carer awareness raising training for others
- assess your progress so we can help you build on your strengths and interests and help you reduce your pressures
- assess your ability levels to help us ensure your safety and well-being and that of others around you
- to remind you of good/fun times we create photograph posters, these are displayed in Victoria Cottage
- to remind the community and funders about young carers and to show the opportunities we provide we might put up anonymised information and anonymised photographs on our website and/or Facebook page

- to celebrate young carer successes we may publicise information and photographs (with consent from you and your parent(s) or carers) through the media

Who has access to your information?

We will not sell or rent any of your information to third parties and we will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers for the purposes of completing tasks and providing services to you on our behalf, for example to process donations, staff payroll and pension payments. When we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not use it for their own marketing purposes.

Please be reassured that we will not release your information to third parties beyond the Skye and Lochalsh Young Carers' service network unless we have your consent or we are required to do so by law.

We may transfer your information to a third party if we are under a duty to disclose or share your personal information in order to comply with any legal obligation or to protect the rights, property or safety of our staff, volunteers, trustees, and those the service supports. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

When you are using our secure donation page, your donation is processed by a third party payment processor who specialises in secure online capture and processing of credit/debit card transactions.

Your more sensitive personal information may only be accessed by the appropriate staff in order to carry out the relevant duties described in the 'How is your information used' section of this notice. The most sensitive personal information may only be accessed by senior staff members.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive information or you wish to amend the type(s) of information you receive then you should communicate your wishes to us either verbally or in writing.

You have the right to have your information erased (removed/destroyed) unless there is a compelling reason for its continued processing. You also have the right to restrict further processing of your information and we will ensure your right to restriction is respected in the future. Your request to have your information erased must be in writing; this can be through a letter or email to our registered address.

How you can access and update your information?

The accuracy of your information is very important to us. We use consent forms to help us keep up to date with some of your information but in the meantime if your contact details change, or any of the other information we hold is inaccurate or out of date, please let us know as soon as possible.

You have the right to ask for a copy of the personal and supplementary information we hold about you and you have the right to correct or amend your personal information if it is incorrect or incomplete. This will be done no later than one month from the time your request is received; this can be extended to two months but only with permission from the data protection office (Manager). Your request must be made in writing; this can be through a letter or email to our registered address.

If a request for access to your information is made by a person other than you without them providing evidence that the request is legitimately made on your behalf, the request will be refused.

The DPO (YC Manager) will acknowledge and investigate any complaint about the way your personal information is managed, this includes any complaint that your rights under applicable privacy laws have been breached. Your complaint must be made in writing to our registered address.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure it is treated securely. Sensitive information such as your credit/debit card details is encrypted.

Office documentation is kept securely in lockable cabinets/units within lockable offices at our base. Access to more sensitive personal information is kept securely in the Manager's office in either a lockable filing cabinet or lockable unit. Senior staff members have responsibility for the security of sensitive information which needs to be carried during respite activities and between support group venues.

All our computers are password protected. Information you send/receive by email is normally transmitted over the internet and this can never be guaranteed to be 100% secure. As a result, while we work to protect your personal information, we cannot guarantee the security of any information you transmit by email to us and you do so at your own risk. Once we receive your information, we prioritise ensuring its security on our systems.

Where we have given a password which allows you to access certain parts of our website, you are responsible for keeping this password confidential – we ask you not to share your password with anyone.

We have a legal agreement with Sitekit who host our website:

Cookies - are small pieces of information sent from us to your computer and stored on your hard drive to allow the website to recognise you. The only cookies set on our website relate to our restricted areas ('members' and 'staff') as they are needed to log you in. You will find more information on cookies when you click on the 'cookie policy/privacy policy' link on our restricted area pages.

To make sure the young carers referral form is secure we have an SSL certificate, this means information is only transmitted via HTTPS (HTTP Secure) connections.