

## **Privacy**

### **Privacy and Cookies Policy**

Carers Support West Sussex respects the privacy of visitors to our website and wants to protect any personal information that you give to us.

This statement is made in order to comply with the provisions of the Data Protection Act 1998, and to tell you how Carers Support West Sussex will use any personal information that you give to us.

Carers Support West Sussex is registered as a data controller with the Information Commissioner for the United Kingdom.

### **How do we collect your information?**

We get personal information about you when you enquire about our fundraising, campaigns that we run, or other things that we do, or if you register with us to become a member of Carers Support West Sussex, become a volunteer, complete a survey, take part in an event or competition, make a donation or give us personal information in any other way.

### **What information do we collect?**

The types of personal information we might ask for may include your name, address, gender, email address, telephone number as well as information volunteered by yourself. The information we collect about you will be stored securely and treated in accordance with the Data Protection Act 1998.

When you use the Carers Support West Sussex secure online donation pages you are routed through to our online donations service provider My Donate, (it is clearly stated on the donation pages that this is the case) and the information you give (such as your credit card number and contact information) is provided only so that the transaction can take place. You will be given the option for My Donate to share your contact details with us. Carers Support West Sussex also takes appropriate measures to ensure that any personal information provided is kept secure and only for so long as is necessary for the purposes for which it was provided.

We will use the information that you give to us:

- to send you information about our services that you have asked for
- to send you information about activities that will help you as a Carer
- after being anonymised, to generate our management reports which tell us if we are achieving our performance targets including how we can improve our support for you
- to contact you about appointments, events, fundraising, campaigning and our other work

### **Third parties**

Carers Support West Sussex will not pass your personal details to other people or organisations without first obtaining your consent. For all the ways that we may use your information, we may need to share your anonymised information with West Sussex County Council and any partners that help us provide any of our services. There may be rare occasions, for example from an individual posting on our online forum or through contacting Carers Support West Sussex via the website where there appears to be a clear need to safeguard the welfare of the individual and/or his/her family and it may be necessary to contact relevant authorities to address this. No personal data obtained via the website is used for direct marketing, and we never disclose personal data to third parties for their direct marketing purposes.

### **Our Use of Cookies**

Cookies are small text markers stored on your computer that enable us to understand how people use our website. No personally identifiable information is stored on the cookies. In common with many similar websites, we use them to help remember preferences and for anonymous statistical measurements - for example so we know how many "hits" a page has had.

We use cookies to:

- remember certain information about users so they don't have to repeatedly give the same information
- recognise if users are already logged in to certain areas of the website
- measure how people use our website so we can continually improve how information is provided.

### **You can control and delete cookies.**

Even though Carers Support West Sussex does not use cookies to collect personally identifiable information about you, you might still want to restrict or block cookies. You can do this through your internet browser (Internet explorer, Google Chrome, Mozilla Firefox, etc.). Use the help function in your browser to find out how. If you restrict cookies for the Carers Support West Sussex website then there is a risk the website will not work fully.

### **What Cookies Do We Use?**

These are the main reasons we use cookies on the Carers Support website.

#### **Google Analytics**

This is a service we use from Google that collects information about how people use our website. We use this to make sure we are providing the best service we can to our web visitors.

Using cookies Google Analytics stores information about:

- what pages you visit
- how long you stay on the page
- how you came to the site
- what things you click on

Although we collect this information we do not collect any personal information - so we don't know what your name is or where you live. And the information we collect cannot be used to identify you. Also this information is for Carers Support's use only and we don't allow Google to share it.

### **Third-party cookies**

Many of our pages have a "Share this" function that allows you to share content with your friends or colleagues via email, Twitter, Facebook etc. We use cookies to make this service work. It tells us what items a person has shared, how many people are sharing and how many page "Hits" we have got as a result of the sharing. Again we do not collect anything that personally identifies you.

### **Cookies that are set by other websites**

If you are using the sharing facility already mentioned (i.e. Share content with Facebook, Twitter) then it is possible those websites (i.e. Facebook) may also set a cookie when you are also logged in to their service. Carers Support does not control these type of cookies.

Occasionally we embed things like video, audio and pictures from other websites such as YouTube, Vimeo, Flickr or Soundcloud. This means it looks like one of our webpages but the video is being fed through from another site (i.e. YouTube). This means that every time you visit one of our pages with this sort of embedded content, those other sites may use their own cookies to record that you watched or viewed the content. Carers Support West Sussex has no control over these cookies so you should check the relevant website for more information.

### **How Do We Protect Personal Information?**

We will make sure that any personal information that you give to us is kept secure, accurate and up to date, and only keep it for as long as it is needed and only for the purposes for which you have agreed we can use it.

## **Under 18 Year Olds**

If you are 18 or under, please get your parent/guardian's permission before you give us any personal information about yourself.

## **Your consent**

By entering your personal information on our website or supplying it in the post, you are agreeing to our use of that information as it says in this Privacy Statement. By giving us any personal information by phone you are agreeing to our use of that information as it says in this Privacy Statement.

We will always ask for consent to hold your information and consent to share your information.

## **Holding Information**

We need to hold your personal information in order to communicate with you to provide you with support. We can also send you information about events and meetings. We need details about your employment and health to ensure we refer you to important support that is key to these critical areas that can affect your own wellbeing. We are inclusive in offering our services to all carers. By collecting information like gender, ethnicity, sexuality and religion we can tailor our support to the needs of all carers from different backgrounds and communities in West Sussex. We will ask you for this information but you can decline if you prefer. This can sometimes include personal information about the person(s) you are caring for. We need limited details about the person(s) you are caring for as it may affect the support we provide to you and/or refer you to.

## **Sharing Information**

We sometimes need to share information so that carers do not have to constantly repeat their personal information and tell their story with various service providers. Most carers complain about this and ask 'Why don't these people and organisations speak to each other? We want to prevent this from being a problem for carers.

We will only share your information with other organisations that can directly provide you with support. You can let us know if you don't want us to share with a particular organisation. You will know who else we are sharing with as it will be mentioned in the process of preparing a support plan with you. Should you or someone you care for be at risk of harm we may also have to share your information but we will normally let you know about this. Based on your individual needs, we will automatically share your details with GP practices for their carer registers, British Red Cross, Carers Health Team and Crossroads Care. These are all partners who we are working with closely to support carers.

## **Withdrawing Consent**

If at any time you decide that you want to withdraw your consent, simply contact us and we will change your record on our database. If any support is affected you will be informed at the time. If you object to our using your personal data to send you information about our activities, consultations, surveys and appeals you can instruct us to cease doing so at any time by writing to or e-mailing us at:

Carers Support West Sussex,  
The Orchard,  
1-2 Gleneagles Court, Brighton Road,  
Crawley,  
RH10 6AD

Email: [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk)

## **Right of access**

You have the right to ask for a copy of the information that we have about you, and we may charge a small fee to do this. Also, if any information that we have about you is wrong, you can ask us to correct it for you by writing to or e-mailing us at:

Carers Support West Sussex,  
The Orchard,

1-2 Gleneagles Court, Brighton Road,  
Crawley,  
RH10 6AD

Email: [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk)

### **Changes**

If your personal details change, please help us to keep those details up to date by telling us about any changes. If you want to see what information we have about you, or need to tell us about any changes to the information that you have given to us, please contact:

Carers Support West Sussex,  
The Orchard,  
1-2 Gleneagles Court, Brighton Road,  
Crawley,  
RH10 6AD

Email: [info@carerssupport.org.uk](mailto:info@carerssupport.org.uk)

We may change this Privacy Statement at any time. If you use this website after changes are made you will be agreeing to those changes.

### **Online Security**

No transmission of data over the Internet can be guaranteed to be 100% secure. Carers Support West Sussex cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk.

This website contains links to enable you to visit other websites. Carers Support West Sussex has no control over linked websites. Accordingly, Carers Support West Sussex cannot be held responsible for the contents of any linked site or for the protection and privacy of any information or personal data which you provide whilst visiting any such site. Users should exercise caution and examine the privacy statement for the website in question before passing on any personal information.

### **Disclaimer**

Carers Support West Sussex makes every effort to ensure that the information contained within the pages of this website is accurate and up to date, but gives no warranty regarding its accuracy or completeness. Consequently, Carers Support West Sussex accepts no liability for any losses or damages (whether direct, indirect, special, consequential or otherwise) arising out of errors or omissions contained in this website. No liability can be accepted in respect of losses or damages arising out of changes made to the content of this site by unauthorised third parties.