

General Privacy Notice



Keeping your data is important to us at Anglia Care Trust and we take the security of your personal data seriously as it must be protected. Our Privacy Notice informs you of how we take care of the safety and security of your personal information.

The Data Protection Act

The General Data Protection Regulation 2016 (GDPR) requires us to manage personal information in accordance with Data Protection Principles. In particular the Law requires us to process your personal information fairly and lawfully. This means you are entitled to know how we intend to use any information you provide. You can then decide whether you want to give it to us in order that we may provide the product or service that you require. All our employees are personally responsible for maintaining confidentiality and will do their utmost to keep all data accurate, timely and secure. We provide training and education to all employees to remind them of their legal obligations.

What is personal data?

Personal data is any information about a living individual which allows them to be identified from that data (for example a name, photograph, video, email address, or address). Identification can be direct, using the data itself or by combining it with other information which helps to identify a living individual. The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the General Data Protection Regulation (the GDPR) and other legislation relating to personal data and rights such as the Human Rights Act.

Who are we?

This Privacy Notice is provided to you by Anglia Care Trust (ACT). We are the Data Controller for your data.

Other Data Controllers ACT works with and Information Sharing

- Local Authorities
- Community groups
- Charities
- Other not for profit entities
- Suppliers
- Credit reference agencies

We may need to share your personal data we hold with them so that they can carry out their responsibilities. Your personal data will only be discussed with third parties with your permission, or if required by law.

As part of its legal responsibilities, Anglia Care Trust has a duty to report any safeguarding risks to children or vulnerable adults. If obliged to report a safeguarding concern, we will ensure that you are made aware that a report has been made.

If we and the other Data Controllers listed above are processing your data jointly for the same purposes, then we may be “joint data controllers” which mean we are all collectively responsible to you for your data. Where each of the parties listed above are processing your data for their own independent purposes then each of us will be independently responsible to you and if you have any questions, wish to exercise any of your rights (see below) or wish to raise a complaint, you should do so directly to the relevant data controller.

A description of what personal data ACT processes and for what purposes is set out in this Privacy Notice.

Anglia Care Trust will process some or all of the following personal data where necessary to perform its tasks:

- Names and titles;
- Contact details such as telephone numbers, addresses (both current and past, where relevant) and email addresses;
- Information such as gender, age, marital status, nationality, education/work history, academic/professional qualifications to ensure that access to our services is open and available to all members of the community.
- Family composition, and details of dependants (where relevant to the service we are offering you)
- The personal data we process may include sensitive or other special categories of personal data such as criminal convictions, racial or ethnic origin, mental and physical health, details of injuries, medication/treatment received, political beliefs, trade union affiliation, genetic data, biometric data, data concerning sexual life and/or orientation.
- Details of our contact with you including Support Plans and Needs Assessments.
- Any other information relevant to the service we are delivering eg financial details.

How we use sensitive personal data

- We may process sensitive personal data including, as appropriate:
 - information about your physical or mental health or condition in order to inform the service we are offering you
 - your racial or ethnic origin or religious or similar information in order to monitor compliance with equal opportunities legislation
- These types of data are described in the GDPR as “Special categories of data” and require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal data.
- We may process special categories of personal data in the following circumstances:
 - In limited circumstances, with your explicit written consent.
 - Where we need to carry out our legal obligations.
 - Where it is needed to help inform the service we offer you
- Less commonly, we may process this type of personal data where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else’s interests) and you are not capable of giving your consent, or where you have already made the information public.

Do we need your consent to process your sensitive personal data?

We will ask you to sign a consent form to gain your written consent to allow us to process certain sensitive personal data.

Anglia Care Trust will comply with data protection law. This says that the personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access and disclosure.

We use your personal data for some or all of the following purposes:

- To deliver a good quality service to you, including understanding your needs to provide the services that you request and to understand what we can do for you and inform you of other relevant services;
- To confirm your identity to provide services;
- To contact you by post, email or telephone when required;
- To help us to build up a picture of how we are performing;
- To help us improve on our current services, identify gaps in services and apply for funding to fill these gaps;
- To enable us to meet all legal and statutory obligations
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice from time to time with the aim of ensuring that all children and adults-at-risk are provided with safe environments and generally as necessary to protect individuals from harm or injury;
- To maintain our own accounts and records;
- To seek your views, opinions or comments;
- To notify you of changes to our services and upcoming events;
- To send you communications which you have requested or are deemed beneficial for you;
- To process relevant financial transactions including grants and payments;
- To allow the statistical analysis of data so we can plan the provision of services.

What is the legal basis for processing your personal data?

We process personal data if it is necessary to deliver a service to you.

We will also ask you to sign a consent form to gain your written consent to allow us to process your personal data.

Sharing your personal data

This section provides information about the third parties with whom we may share your personal data. These third parties have an obligation to put in place appropriate security

measures and will be responsible to you directly for the manner in which they process and protect your personal data. It is likely that we will need to share your data with some or all of the following (but only where necessary):

- The data controllers listed above under the heading “Other data controllers ACT works with”;
- Our agents, suppliers and contractors. For example, we may ask a commercial provider to publish or distribute newsletters on our behalf, or to maintain our database software;
- On occasion, other local authorities or not for profit bodies with which we are carrying out joint ventures to offer a service to you.

How long do we keep your personal data?

We will keep some records permanently if we are legally required to do so. However, unless there is a requirement to do so, we will hold all service user records for 5 years following the closure of your case.

We use the Professional Standards Authority as a guide to the retention of data. More information can be found at <https://www.professionalstandards.org.uk/home>

Your rights and your personal data

You have the following rights with respect to your personal data:

When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

1. The right to access personal data we hold on you

At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained the personal data from. Once we have received your request we will respond within one month.

There are no fees or charges for the first request but additional requests for the same personal data or requests which are manifestly unfounded or excessive may be subject to an administrative fee.

2. The right to correct and update the personal data we hold on you

If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.

3. The right to have your personal data erased

If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase the personal data we hold.

When we receive your request we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation).

4. The right to object to processing of your personal data or to restrict it to certain purposes only

You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data.

5. The right to data portability

You have the right to request that we transfer some of your data to another controller. We will comply with your request, where it is feasible to do so, within one month of receiving your request.

6. The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained

You can withdraw your consent easily by telephone, email, or by post (see Contact Details below).

7. The right to lodge a complaint with the Information Commissioner's Office.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Changes to this notice

We keep this Privacy Notice under regular review and we will place any updates on www.angliacaretrust.org.uk

This Notice was last updated in May 2022

Contact Details

Please contact us if you have any questions about this Privacy Notice or the personal data we hold about you or to exercise all relevant rights, queries or complaints at:

Head of Business Support, Anglia Care Trust, Unit 8 The Square, Martlesham Heath, Ipswich, IP5 3SL

Email: GDPR@angliacaretrust.org.uk

Telephone no: 01473 622888

Access to personal data (Subject access requests)

Under GDPR, individuals have the right to access personal data held about them. Requests should be made in writing to the Head of Business Support using the above contact details and detailing the information required.

The Head of Business Support will take suitable measures to verify their identity and will provide the information in a commonly used electronic format. Data will be provided free of charge within 1 month from the written request. However, should the request be deemed unfounded or excessive (eg repetitive requests to provide data or requests for further copies of data), a £10 administration fee will be charged.

Anglia Care Trust will extend the period of compliance by a further two months where requests are complex or numerous. If this is the case, they will inform the individual within one month of the receipt of the request and explain why the extension is necessary.

Anglia Care Trust reserves the right to refuse to respond to a request that is considered unfounded or excessive and will explain the reason to the individual, informing them of their right to complain to the supervisory authority.

To make a request for deletion or rectification of data, a written request should be sent to the above address detailing the information that is believed to be inaccurate and evidence of why it needs correcting. Receipt of requests will be confirmed in writing.