

Explaining the data law

Data are the facts, statistics and general information that we keep about people or our services.

A Law is a set of rules that everyone has to follow. The new Law about data is known as GDPR (General Data Protection Regulations).

This Law means that we have to tell you all the things in this leaflet.

Can I see my record?

You have the right to see your record just:

Telephone: 0800 975 2131 or
E-Mail: jennifer@carerslink.org.uk

We will need to check who you are so please tell us your name, address and birthday. You may ask us to correct or remove information you think is inaccurate.

Getting consent

We always ask for consent before keeping information about you or taking photographs or using quotes. Consent means getting your permission or your agreement by asking if it is okay to do so. However this also depends what age you are:

If you are under the age of 13

We will need your parent or carer's consent to store your information, take photos or if you want to meet with us outwith school or attend any of our activities or outings. However you can still contact us by telephone or through our website if you need advice or want someone to chat to—we will simply not record your details.

If you are over the age of 13 but under 18

You can contact us directly but you can provide your own consent to store your information and decide if your photograph can be used (without a name). We will still need your parent's consent if you want to meet with us outwith school or attend any of our activities or outings.

Over the age of 18

You can provide your own consent to store information, use images and to attend activities.

Get Social!

www.carerslinkedup.org.uk

 **Young Carers East Dunbartonshire**

 **@LinkedUp_ED**

 **@young_carers_ed**



Shhhhh!

Keeping it

WHEESHT!

Keeping your
information safe and
private.





Did you know?

When you **contact us**, we need to keep some personal and sensitive information about you. We also have to keep a record of our contact with you and the things we talk about. This leaflet explains how we look after your information and what rights you have.

What is Personal and Sensitive Data?

Personal data or information are things that identify you like your **name** and **address**.

Sensitive data are special notes, for example your **racial/ethnic origin, your health or how you feel**.

Cookies!

Cookies are small files sent to your computer or mobile device. They are used to measure how popular our website is and how it's being used. All the information gathered is anonymous which means it cannot identify you. If you use our forum we will store your user information and email when accessing the forum. When using the live chat, any information you provide us will be anonymous unless you give us permission to store with your details.

Why do we keep your information?

We do this to keep in touch with you, to make sure you get the help and advice that you need, to save you having to tell your story over and over again and to make sure we fully understand the help and care you give to others.

We also use information to prove that there is a need for support to young carers and to explain how we have used their funding to make a difference. However for these reasons, we use your information anonymously, which means that they will not know who you are. Instead, we use numbers or percentages (%).

How do we keep your information safe?

We keep your information in a **secure database** and we limit who can access it. Any forms are scanned and stored on our computers, again with limited access. We do not usually keep written or paper files, but any that we do are kept locked.

Importantly, we keep wheesht! We treat all your information as confidential and won't discuss it with anyone unless you give us permission to do so. **BUT** sometimes we do have to tell someone without your permission. We would do this only if we believe your life or someone else's life is in danger or you are being hurt (physically or emotionally) by someone. We would also have to tell someone if you told us that you are seriously harming another person or harming yourself.



How long do we keep your information for?

We will keep your information for as long as we are supporting you but will check every 2 years that it is still okay to do so (see Consents over page). If we do not hear from you, we will then anonymise your record. This means that we will remove your name, address, number, date of birth—anything that identifies you. A list of names and ID numbers will however be kept in a secure location—accessed only by the CEO and Office Manager (the Data 'Controllers'). We are required to keep this record for 5 years. Under the new law, you have the right to be 'forgotten'. This means that you have the right to ask that your information is deleted or—if on paper—securely shredded. We will however need to check that other laws don't require us to keep the information for longer.