

03. Privacy Statement

1. Purpose of Policy

- i. Carers Link recognises the need to ensure, protect and preserve the confidentiality of information collected from - and the privacy of – Staff, Carers and Volunteers.
- ii. We know privacy is very important to you and we value your privacy. We maintain policies and procedures to protect your privacy and the confidentiality of your personal information. These additional policies relate to Confidentiality and to Data Protection.
- iii. This statement summarises the above policy and how we use your personal information.

2. How We Use Your Personal Information

- i. We collect personal information about you that is necessary to provide you information about our services, to deliver our services to you, and to monitor and evaluate our services. This information comes from the following sources:
 - o Referral forms, Registration forms, Assessment forms or Application Forms
 - o Direct contact with you
- ii. We only use your personal information in relation to the services you use. We will only disclose personal information about you to third parties (e.g. Social Work, GPs, Benefit agencies, Referees, other voluntary organisations) with your prior permission.

3. Sharing and Safeguards

- i. Information is held centrally by Carers Link, however, we restrict access to personal information about you to only those employees or volunteers who need to know that information to provide services to you. Staff and volunteers are trained to respect your privacy; not to misuse confidential information or to carelessly care for confidential information.
- ii. Information relating to your support needs will only be shared with other statutory, health or voluntary agencies with your permission.
- iii. Nevertheless, the local authority may require confirmation of those using our services. This information is usually provided through statistics and remains anonymous.
- iv. On rare occasions, East Dunbartonshire Council may require further information. If you were referred to us through an employee of the local authority (e.g. social work or education), we will confirm this with your name and address. No other information will be provided without your additional approval. If you were **not** referred to Carers Link through the council, we will always seek your permission before responding to the council request.
- v. However, any confidentiality clauses in this or in other policies may be negated if there are significant or immediate concerns about a risk of harm or injury either to the Carer by themselves or by the person they care for, or risk of harm or abuse to the person being cared for.
- vi. Any concerns will be dealt with according to the appropriate policy but may involve the sharing of information to an external agency i.e. social work, health or police.
- vii. No consent is required when sharing information regarding actual or suspected abuse of a child or any other such concerns.
- viii. We maintain physical, electronic, and procedural safeguards that safeguard your personal information. Examples of physical safeguards include locks on doors, cupboards and filing cabinets and the shredding of paper files that are no longer needed. There is password protection on our computers and database to prevent unauthorised use.
- ix. We will carry out ongoing checks and updates to ensure that the information held about you is accurate.
- x. Staff will ensure that any information recorded will be written in a professional and respectful way.

4. Access to Personal Information

- i. Any Carer, Volunteer, Student or Staff Member can access information on them held by Carers Link at any time.
- ii. When requesting your personal information please contact the CEO in writing including the following information:
 - o your full name, address and contact telephone number
 - o any information to identify or distinguish you from others of the same name (e.g. date of birth);
 - o details of the **specific** information you require and any relevant dates
- iii. Carers Link is entitled to charge up to £10 for data requests to cover the costs of printing, postage and the time involved in processing your request.
- iv. Please also note that you are however only entitled to access information directly related to you. Should the information requested contain information that relates to another person (including staff and volunteers), Carers Link is entitled to remove this information before sharing unless express permission is given for it to be released.
- v. Carers Link will respond to your request within 40 days starting from the day we receive details of the information we need to identify you, details of the information you need and payment of the fee.
- vi. Young people also have the right to access their own records but no one else's. Information will be made available to them in an age-appropriate form and should avoid causing them harm. Carers Link will not charge a young person that wishes to access their file, if the request has genuinely come from the young person and not via them on behalf of a parent.
- vii. Parents may only access their child's records if:
 - o The young person gives their consent **or**
 - o The child cannot make a competent, informed choice **but** sharing the information is in the child's best interests.
- viii. A copy of the **Privacy Statement** (see I 02) is made freely available on the website of Carers Link and to any person on request.

5. Policy Changes

- i. We review our confidentiality and privacy policy periodically and revise as necessary to protect you and to comply with legislation. When we make material changes, we will provide you with a revised copy of our policy.
- ii. If you have any questions concerning our confidentiality and privacy policy or the safeguards used to protect your personal information, please contact the Chief Executive Officer. If you have a complaint about misuse of information or breaking of confidentiality, we have a complaints procedure to ensure appropriate action or responses are made.

6. Policy Review

- i. This Policy will be reviewed annually or as appropriate and in accordance with legislation.

Date	Activity	Date	Activity
April 2004	Policy Created		Choose an item.
December 2008	Reviewed & Updated		Choose an item.
February 2013	Reviewed Only		Choose an item.
March 2014	Reviewed & Updated		Choose an item.
January 2015	Reviewed Only		Choose an item.
June 2015	Reviewed & Updated		Choose an item.
March 2017	Reviewed & Updated		Choose an item.
	Choose an item.		Choose an item.

	Choose an item.		Choose an item.
	Choose an item.		Choose an item.