

# Privacy Statement – Carefree

Carefree is a charity in Cornwall working with and for young people aged 11-25 who are, or were, in care or on the edge of care. Carefree's head office is at Carefree, Clinton Passage Redruth, TR15 2AY. We are registered with the Office of the Information Commissioner and our registration number is 00041096312. Carefree will do everything we can to treat personal and confidential organisation information with equal care and respect.

## What personal information do we hold at Carefree, and why do we hold it?

- We keep information about staff who work for us for training and HR purposes. Information held about staff who have left will be destroyed after 7 years. Staff working for us are consenting to us holding this information about them.
- We keep information about contracts with us, or that we hold with other people or companies, so that we can fulfil those.
- We keep information about young people we work with in order to support and meet their needs. Young people who attend Carefree voluntarily so are asked to give consent to us holding and sharing their information. Some young people receive a service from us which is commissioned by Cornwall Council (for example a Personal Advisor service) and in this case consent to contact them and hold information about them is part of our contracted agreement with Cornwall Council.

## How will we use the information we have about people involved in our service?

- Carefree needs to use information about you to help make the right decisions about the type of service you need, and to check whether the services are helping you as they should.
- Carefree will always comply with the General Data Protection Regulation, and the Data Protection Act 2018 and other legislation, like the Children Act 1989, the United Nations Convention on the Rights of the Child 1989 and the Education Act 1996.

- We will share information about your welfare, and learning within Carefree, with other Children and Young People's services. This is to make sure that you get the help and support you need from us and so we can try to get you the right help and support from others. This also means you may not have to share the same information more than once.
- You have the right to say you don't want information shared about you; this may mean we can't work with you. If you receive a PA service from us, covered by the Children (leaving care) act 2000 and other legislation, we process information about you under the lawful basis that we have a legal obligation to do so.

## Your rights

Your personal information is owned by you. If you have any questions or issues with the way in which we are using your data you have the following rights:

- You can ask to see what data we hold on you (right of access)
- You are informed of how we process your data
- You can ask for information to be corrected
- You can ask for deletion (where we do not have a legal requirement to retain it)
- You can ask to receive a copy of the data we hold on you (right to portability)
- You can object to the way in which we use your information
- You can complain to the supervisory authority
- You can withdraw your consent to share information

If you wish to enact any of these rights then you can do so by emailing [info@carefreecornwall.org.uk](mailto:info@carefreecornwall.org.uk)

## Retention and data storage

When we store data, reasonable measures are taken to protect personal information from access by unauthorised persons. We will retain personnel information for 7 years after the worker has left. We will retain young people's information for 10 years after they have ceased to work with us. Other information will be retained as long as it is legally required to retain it.

This information will be stored, archived and backed up as part of internal systems which are hosted by cloud service providers. Our server back up is undertaken via Microsoft Azure and therefore conforms to the General Data Protection Regulation 2018.

## Where else does data go?

In the course of running our business some data does get transferred outside of our organisation:

1. To process payments the relevant information will be passed to our bank, CAF bank, and staff information will be passed to our payroll company, Lang Bennetts.
2. Financial information will be shared with our accountants, the Charity Commission and Companies House.
3. Staff working from home will only work within the Companies' server undertaken by Microsoft Azure or via the IT systems run and overseen by Cornwall Council.

If you need more information, or want to comment or complain about how we process information, here's who can help:

- **Data Controller:** Carefree is a data controller and our contact is Amanda Dunn, Carefree, Clinton Passage Redruth TR15 2AY [amanda@carefreecornwall.org.uk](mailto:amanda@carefreecornwall.org.uk)
- **Data Protection Officer:** Mari Eggins, Carefree, Clinton Passage Redruth TR15 2AY [mari@carefreecornwall.org.uk](mailto:mari@carefreecornwall.org.uk)