

DATA PROCESSING AND SHARING INFORMATION STATEMENT

How we will use your Information: Your information will be processed securely and in line with current data protection legislation. Your personal information is used for the purposes of providing, advice, information and support to you in your caring role. As a core part of our service we will send out newsletters, invitations to carer support groups, forums and other carer related events and activities, which we run. We also from time to time seek your views to help inform our service provision and compile anonymised statistical data and case studies for commissioning and research purposes.

Your Preferences for how we communicate information: You can choose the method we communicate with you and can change your preferences at any time.

If you have any specific communication, religious or cultural needs – you can choose whether you wish to advise us about these.

Sharing Information: If you are receiving a service from us we may ask you to consent to information about you being shared with other professionals or organisations to help provide you with support, where appropriate, either now or in the future. These may include but not exclusively: GPs and Health Professionals, Employers/Employment Service, Housing Providers, Colleges and Training Providers, or other relevant voluntary/charitable organisations.

We may also ask your permission to share with Adult Social Care or Children's services, to arrange, for example, a carer's assessment.

We will not share information without your explicit consent except where disclosure is necessary for the purpose of safeguarding or as required by law.

Other ways you may choose to be involved: We raise awareness of carer issues both locally and nationally and invite you to participate in consultations and campaigns to help improve services for carers, or our own fundraising activities. You can choose whether you wish to receive this information and can change your preferences at any time.

To change your preferences: You can contact our individual teams directly
Surrey Young Carers 01483 568269,
Adult Carers Support 0303 040 1234
or our main number 01483 302748 and ask for the Data Protection Officer.
Alternatively email DPO@actionforcarers.org.uk or write to FREEPOST Action for Carers Surrey.

Where we choose to have certain services, such as IT or data processing, provided by consultants or contractors, we do so in accordance with current legislation and take all reasonable precautions regarding the practices employed by them to protect personal information.

You have a right to know what personal data Action for Carers (Surrey) holds about you. You also have the right to have your data corrected or deleted. Please address any such issues to us in writing to our Data Protection Officer at Freepost Action for Carers Surrey or to the registered address as detailed below. Alternatively you may phone 01483 302748 or email DPO@actionforcarers.org.uk

For further information, please see our Privacy Policy at www.actionforcarers.org.uk