



<b>Gateshead Carers</b> 		<h1>Privacy Policy</h1>			
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This privacy policy will explain how Gateshead Carers uses the personal data we collect from you when you use our website or contact us and supply us with information.

## Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies.
- Privacy policies of other websites
- Changes to our privacy policy
- How to contact us
- Compliments and Complaints
- How to contact the appropriate authorities

## What data do we collect?



Gateshead Carers collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Information you decide to tell us about yourself as and when you want to.

## How do we collect your data?

You directly provide Gateshead Carers with most of the data we collect. We collect data and process data when you:

- Register online or when you use our services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Have a one to one session with any of our staff.
- Share information at any one of our groups or training sessions.

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Gateshead Carers may also receive your data indirectly from the following sources:

- An individual or organisation (e.g. your GP) may refer you to Gateshead Carers. If we receive personal information about you from another organisation we will always check with you that they had your permission to supply us with that information.

### How will we use your data?

Our company collects your data so that we can:

- Provide you with the support you ask for.
- Email or mail out information to you with information about our services and events.

If you agree Gateshead Carers will share your data with other services so that they may offer you their products and services. We will not do this without your consent.

### How do we store your data?

Gateshead Carers securely stores your data at our office (John Haswell House, 8/9 Gladstone Terrace Gateshead, NE8 4DY. It is stored on Charity log which is our client management system.

Gateshead Carers will keep your personal data for as long as we have an association with you in the form of sending you our newsletter or any information about our groups or activities or you continue to have a one-to-one or group support from us, unless you tell us to do otherwise. We do this because carers frequently come back to us for further support and we do not want to ask you for the same information every time you contact us.

Once you inform us that you do not want us to keep your data we will delete your data by removing all your personal data from Charity log subject to legal requirements. For example, if you have had a grant through us we are legally required to keep your data for a period of 8 years. We will of course not send you any marketing or other relevant information.



### Marketing

Gateshead Carers would like to send you information about our services that we think may be of interest to you.

If you have agreed to receive marketing, you may always opt-out at any time you wish.

You have the right at any time to stop Gateshead Carers from contacting you for marketing purposes or giving your data to others.

If you no longer wish to be contacted for marketing purposes, please let us know.

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## What are your data protection rights?

Gateshead Carers would like to make sure you are fully aware of all of your data protection rights.

Every user is entitled to the following:

- **The right to access** – You have the right to request Gateshead Carers for copies of your personal data. We may charge you a small fee for this service.
- **The right to rectification** – You have the right to request that Gateshead Carers correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete.
- **The right to erasure** – You have the right to request that Gateshead Carers erase your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that Gateshead Carers restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** – You have the right to object to Gateshead Carers' processing of your personal data, under certain conditions.
- **The right to data portability** – You have the right to request that Gateshead Carers transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us via;

- **Email:** enquiries@gatesheadcarers.com
- **Telephone:** 0191 4900121
- **Letter:** Gateshead Carers, 8-9 Gladstone Terrace, Gateshead, NE8 4DY

## What are cookies?



Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## How do we use cookies?

Gateshead Carers use cookies in a range of ways to improve your experience on our website, including;

- Keeping you signed in

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- Understanding how you use our website

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Gateshead Carers uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and the location you are in. A mix of first-party and third-party cookies is used.

### How to manage cookies

You can set your browser not to accept cookies, and the website [allaboutcookies.org](http://allaboutcookies.org) tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### Privacy Policies of other websites

Gateshead Carers' website contains links to other websites. Our privacy policy applies only to our website, so if you click a link to another website, you should read their privacy policy.

### Changes to our Privacy Policy

Gateshead Carers keeps its Privacy Policy under regular review and places any updates on its web page. This Privacy Policy was last updated as shown in the header of this document in the box titled 'Date Signed'.

### How to contact us

If you have any questions about Gateshead Carers' Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.



**Email:** [enquiries@gatesheadcarers.com](mailto:enquiries@gatesheadcarers.com)

**Telephone:** 0191 4900121

**Letter:** Gateshead Carers, 8-9 Gladstone Terrace, Gateshead, NE8 4DY

### Compliments and Complaints

Should you wish to report a compliment or complaint to Gateshead Carers, please contact us directly using the contact details above. If you wish to make a complaint which does not directly

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relate to your data protection and privacy rights, you can do so in accordance with our charity's complaint policy.

We are registered with the Information Commissioner's Office (ICO). The ICO is the UK's independent body set up to uphold information rights.

### How to contact the appropriate authority?

If you feel that Gateshead Carers has not addressed your data protection or privacy rights concerns in a satisfactory manner, you may contact the Information Commissioner's Officer.

**Telephone:** 0303 123 1113