

ICARE General Privacy Notice

Who is collecting the data?

ICARE Day Centre Trust Ltd may collect personal data from clients, carers, volunteers and supporters and is the data controller.

What data is being collected?

We may collect the names and contact details (address, email, phone) of clients, carers, volunteers and supporters. We may also collect medical and other data about clients where that is relevant to their attendance at the centre. Occasionally we may collect images for publicity purposes.

What is the legal basis for processing the data?

Mostly the data is necessary for the effective functioning of the centre and provision of rehabilitation services to clients (in legal terms the "legitimate interest" of ICARE), e.g. for the safe participation of clients in activities, keeping in touch with clients and carers, or in case of emergencies. For any other data, we will obtain the consent of the person concerned, e.g. photos used for publicity.

Will the data be shared with any third parties?

We may share data with physiotherapists and speech therapists contracted to provide such services to ICARE's clients, where the data is relevant to those treatments. Personal information will never be sold to third parties and data will only be shared with the express consent of the person concerned. The only exceptions are in the case of safeguarding procedures where safety is of paramount concern, and in the case of medical emergency.

How will the information be used?

We will only use the information for the operation of the Centre and the services we provide to our clients and their carers, for raising awareness of ICARE to potential clients and for fundraising.

How long will the data be stored for?

We will store all personal data securely and will endeavour only keep it for as long as is necessary. Some data will be kept indefinitely where we are required to do so, other data may be kept for an extended period, e.g. financial data for 6 years for HMRC purposes, but other data may be deleted after a shorter period once it is no longer needed.

What rights does the data subject have?

Individuals whose data we hold have the right to know what personal data we hold and what we do with it, and to have their personal data amended or deleted. If individuals have concerns about any of these rights, or wish to see or amend the data we hold, they should approach the Co-ordinator, Data Protection Officer or Company Secretary.

How can the data subject raise a complaint?

Individuals can raise a complaint with the Company Secretary in the first instance or with the Information Commissioner's Office on 0303 123 1113 or at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via email <https://ico.org.uk/global/contact-us/email/>.

ICARE's full Data Protection and Privacy Policy is available at the Centre. Please ask the Co-ordinator if you wish to see a copy.