

Privacy statement

SRCR collects and stores personal information on the carers who come to our service for information, advice and support. When we ask you for personal information we will:

- Only ask for what we need
- Treat the information as confidential
- Store the information on a secure database.

The Carer Support Worker you talk to will take necessary personal information about you and will input this onto our data base.

The information we keep about you is to help us offer you the best possible service. By keeping a record of our contact with you will reduce the times you have to re-tell your story and help us plan with you what support you need.

We will protect information and make sure only authorised people access it.

We will always ask for consent from carers. When offering telephone help, we will ask for consent over the phone. When working face to face with carers we will ask for written consent.

What information do we record?

Carers can tell us what information they want to share with us. But we usually record:

- Your name
- Date of birth
- Address
- Phone number
- Contact with professionals
- Your caring situation

Some sensitive information such as: ethnic origin, religion, health, sexuality may also be recorded when relevant to your case.

The information we hold is kept for 7 years from the last date of contact.

Your Rights

You have the right to be able to see the information we keep on you and to restrict how we process it.

Download our full Data Protection and Subject Access guidance at:
<http://www.carersresource.net/gdpr-confidentiality.html>

You can make a complaint to the ICO (Information Commissioners Office) if you're not satisfied with the way we keep and process your personal data.