



Privacy Policy

At the Carers Centre for Brighton & Hove, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website or call our helpline, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website and helpline, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@carershub.co.uk or by writing to The Carers Centre for Brighton & Hove, 18 Bedford Place, Brighton BN1 2PT

Who are we?

The Carers Centre for Brighton & Hove is a local charity supporting unpaid carers in Brighton & Hove. The Carers Centre is a registered charity (1015728) and company limited by guarantee (2758481). The registered address is 18 Bedford Place, Brighton BN1 2PT. Carers Hub is one of the services provided and managed by The Carers Centre for Brighton & Hove.

How do we collect information from you?

We obtain information about you when you use our website or call our helpline, for example, when you contact us about services, to make a donation, to receive a carer card, or if you register to receive our regular newsletters and updates via email.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, telephone number, details of your cared for and information regarding what pages are accessed and when. If you make a donation online, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process a donation that you have made

- carry out our obligations arising from any contracts entered into by you and us
- seek your views or comments on the services we provide
- notify you of changes to our services
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings and/or to offer you services that are not provided by the Carers Centre). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Carers Centre's network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Third Party Product Providers we work in association with: We work closely with various third party product providers to bring you a range of quality and reliable products and services designed to meet the needs of unpaid carers (e.g. Alzheimer's Society, Crossroad Care and Brighton & Hove City Council which provide many different carer services in the city). When you enquire about their services, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with them. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy. These third party product providers will share your information with us which we will use in accordance with this Privacy Policy.

When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive communications from us about the vital work we do for carers and our exciting services. You can change your decision at any time by contacting us by email: info@carershub.co.uk or telephone on 01273 977000.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@carershub.co.uk or write to us at: 18 Bedford Place, Brighton BN1 2PT. Alternatively, you can telephone 01273 977000.

You have the right to ask for a copy of the information The Carers Centre hold about you (we may charge £10 for information requests to cover our costs in providing you with details of the information we hold about you).

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 128 Bit encryption on SSL. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Profiling

We will not use your information for profiling and marketing surveys.

Use of 'cookies'

Like many other websites, the Carers Hub website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Please seek professional advice on how to switch off cookies on your computer. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in November 2017.