

Privacy Policy

1. Purpose

Carers Guernsey LBG (the Charity) is committed to protecting the privacy and personal data of those who engage with our services, including carers, stakeholders, supporters and members of the public. This Privacy Policy explains how we collect, use, store and protect personal data in accordance with the Data Protection (Bailiwick of Guernsey) Law, 2017 (the Law).

This Policy applies to all personal data processed by the Charity in connection with the provision of support services, engagement activities and the operation of our website.

2. Interpretation and Definitions

Personal Data means any information relating to an identified or identifiable individual.

Special Category Data means personal data revealing information such as health, caring responsibilities or other sensitive information requiring additional protection under the Law.

You / Your means the individual whose personal data we process.

Charity / We / Us means Carers Guernsey LBG.

Service means the support, information and activities provided by Carers Guernsey.

Database means Lamplight, the secure case management system used by the Charity.

Website means www.carers.gg.

3. Personal Data We Collect

We may collect and process the following types of personal data:

- Name, address and postcode
- Email address and telephone number
- Carer status and details of caring responsibilities
- Records of contact, correspondence, meetings and telephone calls
- Website usage data, including IP addresses

In the course of providing support services, we may also collect **special category data**, including information about your caring role, support needs and (where relevant) limited information about the person you care for.

4. How We Collect Personal Data

Personal data is usually collected:

- Directly from you, in person or by telephone, during initial contact with an outreach coordinator
- Through completion of a registration form
- Via email correspondence or telephone enquiries
- Through use of our website and online services

You may choose how much information you provide. Where registration forms are completed in paper format, the information is transferred securely to the Database and the hard copy is destroyed.

Access to the Database is restricted to authorised staff only, all of whom are bound by confidentiality obligations.

5. Lawful Basis for Processing

We process personal data only where permitted by law. The lawful bases we rely on include:

- **Consent** – for example, where you opt in to receive newsletters or non-essential communications
- **Performance of a task carried out in the public interest** – in providing information, guidance and support to carers
- **Legitimate interests** – for responding to enquiries, improving services, governance and safeguarding the Charity
- **Legal obligations** – including safeguarding and regulatory requirements

Where we process special category data, this is done because it is necessary for the provision of social care and support services and subject to appropriate safeguards.

6. How We Use Personal Data

We use personal data to:

- Provide and manage our services
- Communicate with you about support, events and activities
- Respond to enquiries and requests
- Maintain accurate records
- Monitor and improve our services
- Meet legal, regulatory and safeguarding obligations

You may opt out of receiving non-essential communications at any time.

7. Sharing Personal Data

We do not sell personal data.

We may share personal data:

- With service providers who support our IT systems, communications or administration, acting under our instructions
- Where required to meet legal or safeguarding obligations
- Where necessary to protect your vital interests or those of others

All third parties are required to keep personal data secure and to use it only for specified purposes.

8. Retention of Personal Data

We retain personal data only for as long as necessary for the purposes for which it was collected, including:

- While support services are being provided and for a reasonable period thereafter
- To meet legal, regulatory, safeguarding or accounting requirements

When personal data is no longer required, it is securely deleted or destroyed.

9. Security of Personal Data

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss or misuse.

Personal data is stored securely within our licensed Database and access is restricted to authorised staff using password-protected systems.

Some data may be processed using third-party systems hosted outside the Bailiwick of Guernsey. Where this occurs, appropriate safeguards are in place.

10. Accuracy of Data

Please inform us if your personal details change so that we can keep our records accurate and up to date.

11. Your Rights

Under the Law, you have rights in relation to your personal data, including the right to:

- Be informed about how your data is used
- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request erasure of data where applicable
- Restrict or object to certain types of processing
- Request data portability where relevant
- Not be subject to automated decision-making

To exercise any of these rights, please contact us using the details below.

12. Automated Decision-Making

Carers Guernsey does not carry out automated decision-making or profiling.

13. Governance and Responsibility

Carers Guernsey LBG is the Data Controller for the purposes of the Law. Responsibility for this Policy rests with the Board of Directors, which reviews it annually.

The Charity Manager acts as the Data Protection Officer and is the point of contact for data protection matters.

14. Changes to This Policy

This Privacy Policy may be updated from time to time. The most recent version will be published on our website.

15. Contact Details

If you have any questions about this Policy or how your personal data is handled, please contact us:

Email: info@carers.gg

Telephone: 07781 444480

You also have the right to complain to the Office of the Data Protection Commissioner (ODPC).