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# Crossroads Together Privacy Notice

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## INTRODUCTION

We, Crossroads Together are the ‘controllers’ of the information (‘personal data’) that we collect about you. Being controllers of your personal data, we are responsible for how your data is processed. The word ‘process’ covers most things that can be done with personal data, including collection, storage, use and destruction of that data.

This notice explains why and how we process your data, and explains the rights you have around your data, including the right to access it and to object to the way it is processed. Please see the section on ‘Your rights as a data subject’ for more information.

Crossroads Care Cheshire, Manchester & Merseyside is made up of: Crossroads Together Mersey Cheshire and Crossroads Together Greater Manchester and is known as *Crossroads Together*.

We are a charity and our contact details are:

Address:	Head Office Overton House, West Street Congleton CW12 1JY
Email:	help@crossroadstogether.org.uk
Telephone number:	0333 323 1990

Our Data Protection lead is Martine Sizer, Quality & Compliance Officer whom you can contact at martine.sizer@crossroadstogether.org.uk if you have any queries about this notice or anything related to data protection.

## PERSONAL DATA

'Personal data' is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you.

It can also include 'special categories' of data, which is information about a person's race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is 'special categories' or not, and we only process data if we need to for a specific purpose, as explained below. We collect your personal data mostly through our contact with you, and the data is usually provided by you, but, in some instances, we may receive data about you from other people or organisations. We will explain when this might happen in this Notice.

## YOUR DATA AND HOW AND WHY WE PROCESS IT

In general terms, we process your data in order to manage our relationship with you. The table below lists more specific purposes for processing your data, and the legal basis for each type of processing.

Data processing	Legal basis for processing
<p>1. Data we collect when you use our services. This will include, as a minimum; name, address, telephone number, mobile number, email address, D.O.B plus any other information required by the regulator or the organisation funding your service.</p> <p>We may also collect information about the person or organisation paying for your care if relevant.</p>	<p>1. Processing is carried out in the course of legitimate activities and is necessary for the performance of a contract of which the data subject is party to. As we provide regulated care services we are also regulated by CQC, the Care Act and Safeguarding procedures. If you choose not to give us this personal information, it may delay or prevent us from fulfilling our contract with you.</p>

<p>2. Special Categories of data we collect when you use our services. This will include Health conditions, disabilities, ethnicity, gender, sexual orientation, nationality, religion.</p> <p>3. Special Categories of data we collect when you use our services Next of kin and/or Carers details. This will include Name, Address, Telephone number, mobile number, email address, D.O.B</p> <p>4. Data we collect from 3rd Parties to enable you to access our services This will include some or all of the data listed in 1-3 of the above</p> <p>5. Information we share for monitoring purposes with 3rd Parties to enable you to access our services This can/will include some or all of the data listed in 1-3 of the above</p>	<p>2. Processing is carried out in the course of legitimate activities and is necessary for the performance of a contract of which the data subject is party to. As we provide regulated care services we are also regulated by CQC, the Care Act and Safeguarding procedures. If you choose not to give us this personal information, it may delay or prevent us from fulfilling our contract with you.</p> <p>3. Processing is carried out in the course of legitimate activities and is necessary for the performance of a contract of which the data subject is party to. As we provide regulated care services we are also regulated by CQC, the Care Act and Safeguarding procedures. If you choose not to give us this personal information, it may delay or prevent us from fulfilling our contract with you</p> <p>4. Processing is carried out under article 6 and 9 of the GDPR, in the course of legitimate activities and is necessary for the performance of a contract with a local authority, Health authority, or funding source. As we provide regulated care services we are also regulated by CQC, the Care Act and Safeguarding procedures. If you choose not to give us this personal information, it may delay or prevent us from fulfilling our contract with you.</p> <p>5. Processing is carried out under article 6 and 9 of the GDPR, in the course of legitimate activities and is necessary for the performance of a contract with a local authority, Health authority, or funding source.</p>
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<p>6. Distribution Lists – if you have used our services previously we will hold your contact information for a period of one year after the contract with you has ceased.</p>	<p>As we provide regulated care services we are also regulated by CQC, the Care Act and Safeguarding procedures. If you choose not to give us this personal information, it may delay or prevent us from fulfilling our contract with you.</p> <p>6. Processing is carried out as a legitimate interest for use of our services in the future. Once the year after contract is met this will be processed on a consent basis.</p>
<p>Information sharing For the purpose of sharing information, newsletters and updated service information</p>	<p>Processing will be applied on a consent basis only, annually. Information will only be shared with those that 'opt in</p>
<p>Website and Social Media We collect cookies from our website and social media platforms. Cookies are small computer files that get sent down to your PC, tablet or mobile phone by websites when you visit them. They stay on your device and get sent back to the website they came from, when you go there again. Cookies store information about your visits to that website, such as your choices and other details. Some of this data does not contain personal details about you or your business, but it is still protected by this Privacy Notice</p>	<p>For further information with regards to cookies, please refer to our <a href="#">Cookies Policy</a></p>
<p>Photographs We use photographs for promotion of events that have taken place on our website or social media, which can capture data subjects.</p>	<p>Processing will be applied on a consent basis only, annually.</p>

At times, we may further process data that we have already collected. We will only do this if the new purpose for processing it further is compatible with the original purpose for which it was collected. We will tell you about any further processing before carrying it out.



## PERSONAL DATA RECEIVED FROM THIRD PARTIES

Below is a list of your personal data that we may receive from other people / organisations.

Data	Source
<p>Data we collect from 3rd Parties to enable you to access our services This will include some or all of the data listed in 1-3 of the above. Carers or Cared for details - This will include Name, Address, Contact Number, Email Address, Date of Birth, Marital Status Next of Kin/Emergency Contact, GP Surgery and Special Categories which include Health Conditions, Disabilities, Ethnicity, Gender, Sexual Orientation Nationality, Religion, Current Education Details.</p>	<p>Manchester City Council Salford City Council Bury Council Stockport Metropolitan Borough Council Trafford Council Bolton Council Liverpool City Council Cheshire East Council Cheshire West and Chester Council</p> <p>Clinical Commissioning Groups Other healthcare professionals, GPs, Schools Referrals from other voluntary organisations e.g. Alzheimer's Society, Age UK Self-referral from Carers and/or Cared for, Family &amp; Friends</p>

## WHOM WE SHARE YOUR DATA WITH

For some processing purposes we share your data with third parties. Below is a list of the information we may share with external recipients, and for what purpose:

Recipients of your data	Purpose for sharing
<p>Local Authorities Clinical Commissioning Groups. Other Health care professionals Schools Other universal services in the local community Care We Share CQC – The data we share may include Carers or Cared for details - Name, Address, Contact Number, Email Address, Date of Birth, Marital Status, Next of Kin/Emergency Contact, GP Surgery and Special Categories which include Health Conditions, Disabilities, Ethnicity, Gender, Sexual Orientation, Nationality, Religion.</p>	<p>To protect the vital interests of the data subject and for the performance of a contract of which the data subject is party to. Also, for the compliance with a legal obligation.</p>

<p>Database and Software provider - This is electronic data that includes all personal data held on the all data subjects</p>	<p>To facilitate payment of salaries, meet various contract obligations and to ensure we are safeguarding the storage, access and availability of all data held.</p>
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## HOW WE STORE YOUR DATA

Your personal data is held in both hard copy and electronic formats.

Electronic data, including emails, is stored on our servers, which are located in the UK on our software suppliers' servers.

## HOW LONG WE KEEP YOUR DATA

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal or reporting requirements. Information about how long we process your data for can be found in our [data retention schedule](#).

Some retention periods are based on legal requirements, while others take into account practical needs to keep the data.

Once the applicable retention period expires, unless we are legally required to keep the data longer, or there are important and justifiable reasons why we should keep it, we will securely delete the data.

## COOKIES ON OUR WEBSITE

Cookies are small files that websites store on your computer and that contain various types of information about your visit to a website. They are not viruses or malicious software, but they are generally aimed at providing you with a good experience when browsing a site by, for example, remembering your preferences so that you do not need to reset them every time you visit the website.

Cookies can record information about how you browse the internet. They can, therefore, be used by websites to advertise goods and services which, based on your browsing history, are similar to goods and services you have previously searched online. This is why some users reject or delete cookies.

Cookies normally expire after a length of time, which can vary from a few minutes to more than a year. Some cookies are 'session cookies' that are deleted when you close your internet browser or after a period of inactivity. Others are 'persistent cookies' that remain on your computer until their expiration date.

We do not store cookies on your computer without your consent, unless they have the sole purpose of carrying out the transmission of communications or they are strictly necessary for providing an online service.

You may restrict or block cookies that are set by any website through your browser settings. Your browser settings also allow you to clear your browsing history and delete cookies.

Information about how you can do this can be found on this link <https://ico.org.uk/for-the-public/online/cookies>. Mobile devices may have their own settings and you need to refer to the

manual of the device. Please note that restricting or disabling cookies may impact the functioning of parts of our website.

## **YOUR RIGHTS AS A DATA SUBJECT**

As a data subject, you have the following rights in relation to your personal data processed by us.

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erasure (to 'be forgotten').
- The right to restrict processing.
- The right to data portability.
- The right to object.
- The right not to be subject to automated decision-making, including profiling.

## **WITHDRAWING CONSENT**

If we are relying on your consent to process your data, you may withdraw your consent at any time.

## **COMPLAINTS TO THE INFORMATION COMMISSIONER**

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk/>.

## **EXERCISING YOUR RIGHTS, QUERIES AND COMPLAINTS**

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection lead: Martine Sizer, [martine.sizer@crossroadstogether.org.uk](mailto:martine.sizer@crossroadstogether.org.uk)