



DATA PROTECTION POLICY and CONFIDENTIALITY PROCEDURE

<https://gdpr-info.eu/art-13-gdpr/>

Notification regarding the processing of any personal data supplied to Wivey Cares

Data Controller – Paul Harrison, dataprotectionwiveycares@gmail.com

Data Subjects – Clients, Micro providers, Volunteers and Trustees

Purpose for processing – To share information received by Wivey Cares with members of the Wiveliscombe Microprovider network, ie clients, microproviders, trustees and volunteers. The data will be stored manually and electronically.

Legal basis for processing – By consent.

Data Sharing – The network is made up of

- Microproviders - offering paid services that are totally independent of a larger or parent organisation, operate within Wiveliscombe and the 10 Parishes and offer services or supports that help people to improve their health or wellbeing and/or are defined as social care
- Volunteers - helping in an unpaid capacity
- Clients - those that contact the Network to request services
- Trustees of Wivey Cares

Personal data provided will be shared within the network for the purpose of bringing together service users (clients) and service providers (microproviders and volunteers). Personal data is not normally shared with trustees except in a case where a trustee holds a particular function which requires access, eg Safeguarding. Data will not be shared informally or disclosed to anybody outside of this network.

Transfers abroad – data will not be transferred abroad.

Data Retention – data will be retained for the duration of the membership (microproviders), the period of volunteering (volunteers), or for the time it takes for the services to be provided (clients), unless advised otherwise by the Data Subject.

Wivey Cares will regularly review the information stored. Data subjects are responsible for letting the Network know of any changes so that the data held is always up-to-date. Micro providers, volunteers and clients should advise Wivey Cares of their wish to leave the Network so that their data can be removed.

Your Rights – You have the right to ask Wivey Cares to provide a copy of your data, the right to rectify or erase your personal data, and the right to object to processing. Please send your request to paul.harrison@wiveycares.net. We will reply within ten working days. These rights are only applicable if the network has no other legal obligation concerning that data. You also have the right to complain to the regulator <https://ico.org.uk/>.

Consequences: If you do not consent to your details being shared the network will delete your enquiry and your details will not be shared with network members.

Marketing and further information: We will not use these contact details to send you any further information unless you specifically “opt-in” when asked. If you do initially decide to receive this information.

CONFIDENTIALITY PROCEDURE

Wivey Cares offers an advice and assistance service. Wivey Cares' understanding of confidentiality is that all information passed by a client, or a referrer, to Wivey Cares remains the property of client. No information about any of its clients, nor any matter communicated by any clients, will be passed on to anyone outside Wivey Cares without the client's permission. All Wivey Cares workers must abide by Wivey Cares' Data Protection and Confidentiality policy and will be given a copy of this policy as a part of their induction at Wivey Cares. Any Trustee, volunteer or Micro-provider working with clients will need to sign a confidentiality agreement.

Wivey Cares Workers

1. Workers are defined as all those working on behalf of Wivey Cares, whether temporary or permanently, ie microproviders, coordinators, administrators, volunteers, trustees, consultants and observers (students, researchers).
2. Wivey Cares has a duty to ensure that all workers and trustees at Wivey Cares are under a duty to keep confidential to Wivey Cares the affairs of their clients. The duty to keep information confidential about a client and their affairs applies irrespective of the source of the information.
3. Workers at Wivey Cares must not disclose a client's personal details, including addresses and contact details, to third parties without the client's consent. Internally, the information may be passed on if there is a valid reason, eg to deal with the client's requests for services.
4. Workers should not give details of their work to trustees in a way that might identify particular clients. When a case is closed, client files are normally kept with the Coordinator's premises in a locked cabinet for the agreed period.
5. Consultation or discussion of cases with other senior workers of Wivey Cares eg Chairman or Coordinator, does not constitute a breach of confidentiality. This practice is essentially consultative, giving an opportunity to those concerned to reflect and clarify issues before decisions are made.
6. No information about staff, including home addresses and telephone numbers and other personal details, should be disclosed to clients or to any other persons or organisations without the member of staff's permission.
7. The duty to keep confidential a client's business continues for ever, even after termination of retainer or the death of the client, unless the client permits disclosure or waives the confidentiality.
8. The duty to keep a client's confidences can be overridden in certain exceptional circumstances, eg in safeguarding situations, where workers would be liable to civil or criminal court proceedings if the information were not disclosed, or where the worker believes the client, or a third party, is in serious danger.
9. Workers at Wivey Cares must not make any profit by the use of confidential information for their own purposes.
10. Where it is necessary for workers to telephone or write to a third party on behalf of a client eg Social Services, DWP, the purpose, content and extent of information given will be agreed with the client prior to contact and wherever possible a client will be asked to read through and sign a letter prior to sending.

11. Carers should ensure that they have signed up to date authorization to support any request for medical or otherwise information.
12. Only those authorized by the Chairman or Coordinator of Wivey Cares shall have access to client records.

The Trustees

1. Members of Wivey Cares, not authorized by the Wivey Cares Chair may not have access to a client's records without the client's consent.
2. No internal Wivey Cares Trustees papers should be passed to anyone outside the organization unless authorized by Wivey Cares Chair.
3. The business of Wivey Cares Trustees meetings is confidential and should not be communicated to anyone outside Wivey Cares without the authorization of the Chair.
4. All correspondence to the Chair and other members of Wivey Cares Trustees from clients, or from other people outside of Wivey Cares, or from other organisations, should normally be sent to Wiveliscombe Community Office.