

# Compassion In Care

## Privacy Policy

### Our contact details

Name: Eileen Chubb  
Address: 19A Transmere Road, Petts Wood, Orpington BR5 1DT  
Phone Number: 07763 066063  
Email: info@compassionincare.com

Compassion In Care keeps strictly confidential and secure the information of all our helpline Callers, our donors and our volunteers.

All our helpline Callers' data is stored in an anonymised system.

**The Information Commissioner's Office has confirmed that our Callers' rights to confidentiality over-ride those of any person who makes a Subject Access Request to obtain information given in confidence to our helpline about harm or risk or wrongdoing.**

No personally identifiable information can be entered or collected or stored on our website.

### The type of personal information we collect

We currently collect and process the following information:

Names, telephone numbers and email addresses and postal addresses.

**NB: Helpline Callers do not need to give us their details or even a name. The system is anonymised to protect their identities.**

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly for one of the following reasons:

- as a Caller to our confidential Helpline or to our confidential email address

- as a Volunteer
- as a Donor

We also receive personal information indirectly on our Helpline and from our email, from Callers reporting wrongdoing, harm or risk which may include the names and personal details of third parties.

We use the information given to us in order to

- support our Callers in confidence
- keep in touch with our Volunteers
- thank our Donors
- take action to protect people from harm, risk or wrongdoing

We may share personal information of third parties with relevant authorities such as HMRC, police, coroners and care regulators when necessary but **our helpline Callers' personal information is never shared by us without their express consent and at their own request and it is stored in an anonymised system.**

No personally identifiable information is collected by us from our website or social media unless someone sends a direct message on social media asking us to call them.

If you share content from our website or social media accounts, third party companies such as Facebook and Twitter may place cookies on your device but we do not see these or collect information from them.

If you donate using links on our website or on online fundraising platforms, those companies may pass your information to us for processing your donation and for reporting Gift Aid donations to HMRC. They may also place cookies which are small text files on your device but we do not see these.

Our website and social media accounts may contain links to the websites of other organisations. We are not responsible for the content of those and we advise you to read their privacy policies before sharing any personal information on them.

## **Lawful bases for processing your information**

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Consent:** the individual has given clear consent for us to process their personal data for a specific purpose.

**(b) Legal obligation:** the processing is necessary for us to comply with the law such as reporting Gift Aid to HMRC.

**(c) Vital interests:** the processing is necessary to protect someone's life.

**(e) Public task:** the processing is necessary for us to perform a task in the public interest and the task or function has a clear basis in law.

**(f) Legitimate interests:** the processing is necessary for our legitimate interests or the legitimate interests of a third party,

## How we store your personal information

Your information is securely stored at the address above.

We keep Gift Aid and donor information for periods required by HMRC.

We only keep your personal information for as long as required, depending on what it was collected for, and in accordance with legal requirements and tax and accounting rules.

We will then dispose of your information by deleting from computers and by shredding paper documents.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights.

If you make a request, we have one month to respond to you.

Please contact us at

Compassion In Care  
19A Transmere Road  
Petts Wood  
Orpington BR5 1DT

if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at the address above.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>