



Cumbria Parent Carer Forum

DATA PROTECTION POLICY STATEMENT

Cumbria Parent Carer Forum (CPCF) regards the protection of individuals' personal and sensitive data to be of the greatest importance and will comply with the requirements of the current data protection legislation at all times. CPCF will register with the Information Commissioner as a data controller and maintain its notification status with the Commissioner. CPCF will hold personal data in accordance with the principles and requirements of good practice. Procedures will be put in place to ensure the fair processing of data relating to individuals.

Throughout this policy the term "individuals" usually means CPCF members (parent carers and practitioners/professionals), and sometimes also children and young people with disabilities. For the purposes of this policy, the term is usually synonymous with the legal term "data subject".

The Policy should be read in conjunction with CPCF's Confidentiality Policy to which it is closely related.

INDIVIDUALS' RECORDS

All information regarding individuals will be treated as confidential. Where information on individuals or children/young people has to be disclosed to other organisations, CPCF will normally seek prior consent. Any disclosure without consent will only be authorised in exceptional circumstances, and individuals and, where appropriate, the children/young person, will be given every opportunity to know what is in their files, to know with whom SPCF shares information, and to have access to their files if they wish, at no charge. Individuals and children/young people will be given a clear opportunity to opt out in advance of any use of their details by SPCF for marketing or fundraising. Information on people being cared for will not be used for marketing or fundraising purposes, other than for statistical information.

RESEARCH

Records relating to users of Forum services will not be used for research purposes except in the following circumstances:

- Where research is being carried out for CPCF's own purposes, any researcher must undertake to respect client confidentiality before being given access to records.
- Where the research involves the compilation of statistics, or the amalgamation of records into a form where no information about specific individuals are disclosed or can be inferred, individuals do not need to be contacted, and no consent need be sought.
- Where information is passed to outside organisations for their own research purposes, individuals will be informed about this possibility at the time they first provide CPCF with information, if this is appropriate, or at the earliest suitable opportunity after that.

USE OF CASE HISTORIES AND PHOTOGRAPHS CPCF –

will always take reasonable steps to seek the consent of an individual where that individual's case history is used for research or any other purpose, even when that individual's story is used anonymised or disguised. If consent is refused, or if the individual cannot be contacted, the case will not normally be used. Individuals' photographs will normally only be used for any purpose (such as Annual Reports, Newsletters our website etc) with the consent of the subject.

WEBSITE

CPCF collects information from users of its website when they fill out a membership form, use the enquiry form, or register for RSS feeds or email updates. The CPCF website uses cookies in order to enhance the experience of users by:

1. Tracking visitor statistics using Google Analytics.
2. Allowing users to share content on various social network sites.

The CPCF website contains links to other websites. These third party sites have separate and independent privacy policies. CPCF therefore has no responsibility or liability for the content and activities of these linked sites.

Most articles on the CPCF website include a Facebook commenting interface.

Comments posted on the CPCF website via Facebook account must be approved by CPCF prior to publication. CPCF reserves the right to take action regarding comments which are deemed to contain inappropriate language, false accusations or personal attacks. Action may range from simply deleting a comment and providing a warning, up to and including banning a user from future commenting privileges. Users are strongly advised not to disclose personal information over the Internet, and to keep their usernames and passwords secure at all times.

SHARING OF INFORMATION

CPCF will not normally share any information about individuals with any other agency without their consent.

However:

- Information sharing may take place without the consent or the knowledge of the individual concerned in circumstances outlined in CPCF's Confidentiality Policy.
- where CPCF is legally bound to provide information, no consent need be sought, nor will individuals necessarily be informed that the information has been provided.
- Statistical or other information may be shared, for research or other purposes, where individuals cannot be identified without the consent or knowledge of the individuals to which it relates.
- Exceptionally, personal data may be shared in a collaborative or consortium arrangement without their informed consent, if a data sharing protocol provides adequate safeguards.

ACCESS REQUESTS BY INDIVIDUALS

All individuals have a legal right of access to their own personal data, and to a copy of the data if they wish, within the statutory time limit of 40 days. No reason need be given. CPCF will not make a charge for this. Parent carers do not have an automatic right of access to personal information about the person they care for if they are over 18.

CPCF may withhold access in certain circumstances including:

- where the data has originated from a third party
- where the data was provided explicitly on a confidential basis by a third party acting in a professional capacity (such as a doctor or social worker).
- where the data contains information that relates to an identifiable third Party

In any case where a file contains information about more than one person, great care will be taken when providing an individual with access to his/her personal data to avoid inadvertently breaching the confidentiality of a third party.

RECORD KEEPING AND DESTRUCTION

It is necessary for CPCF to keep records of personal details of parent carers and other individuals, their circumstances and of SPCF's contact with them. This record-keeping serves many purposes, including facilitating the smooth running of CPCF, enabling it to maximise the help it gives to individuals and for monitoring purposes.

CPCF will take the utmost care to ensure that records are accurate, factual and legible, and that it records no more information than is necessary. CPCF will always correct any error in its records that is brought to its attention.

Records will be kept securely and CPCF will take steps to ensure that they will only be accessible to persons properly authorised for that purpose.

Electronic records will similarly be kept securely and will be subject to adequate back-up arrangements.

Paper records will be destroyed no longer than six years after the individual they relate to has ceased contact with CPCF. The same stipulation will apply to electronic records, but in this case the records may be anonymised instead of being deleted.

Adopted on 7th May 2015, by CPCF Steering Group

To be reviewed in May 2017, by CPCF Steering Group