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**Care & Repair Western Bay**

**CLIENT PRIVACY NOTICE**

Care & Repair Western Bay is the Data Controller for the purposes of GDPR. Contact details are noted on our letterhead and on our website.

We are committed to protecting the personal data that you give us and recognise that in holding this we are in a position of trust.

The personal data that we obtain from you will be used primarily to enable us to carry out the work that you have engaged us to undertake.

The data may be shared with funders, but will not be shared with other parties without your express permission.

As long as you remain our client we will retain all the information provided unless you expressly request otherwise or we consider it unnecessary. If you cease to be a client we will retain your personal data for a period of 3 years but may then destroy it at an appropriate time.

**Your rights – you have:**

* The right to complain to the ICO (the supervisory body) should you believe that we have handled your data in an inappropriate manner.
* The right of access to the information that we hold on you.
* The right to have your personal data rectified should it prove to be inaccurate or incomplete.
* The right of erasure (right to be forgotten). Where you have decided that you no longer require our services you may request that your data be deleted. This right is not absolute as there may be legal or other reasons why the right can be denied.
* The right to restrict processing. In certain circumstances you may have the right to restrict the way we process your data.
* The right to object should we use your data for direct marketing purposes.

If you want to exercise any of these rights then please contact the partner or manager who looks after your affairs.  We undertake to deal with any request that you make in accordance with the requirements of the GDPR.

**DATA SHARING AGREEMENT – CARE & REPAIR CYMRU**

Care & Repair Cymru and Care & Repair Agencies have entered into a Data Sharing Agreement (DSA) that details:

* That Care & Repair Agencies share personal information (data) about their clients with Care & Repair Cymru for specific purposes
* the legal basis for sharing that data, and
* under the DSA how that data is kept safe and secure by Care & Repair Cymru.

Under the DSA, Care & Repair Agencies are the Data Controllers and Care & Repair Cymru is the Data Processor. Care & Repair Agencies share data with Care & Repair Cymru for the following purposes:

1. Preparing quarterly and annual Performance Evaluation Reports for Care & Repair Agencies, Care & Repair Agency Boards, Care & Repair Cymru’s Board of Trustees, and Welsh Government as a funder of our services. We measure and share achievements with these parties against agreed targets and national standards.
2. Preparing performance reports required from time to time by Welsh Government and other key funders of Care & Repair services such as Local Health Boards, National Lottery, Wales & West Utilities, Energy Savings Trusts and other funders of our national projects and services.
3. Developing and maintaining Agency databases and providing a help desk support service for the national Care & Repair database (s) and providing database training to Care & Repair Agency employees.
4. Writing and submitting funding applications to support service delivery to Care & Repair clients and beneficiaries across Wales.
5. Using information and data that supports Care & Repair policy and campaigning work for improved policies by Welsh Government and UK Government that impact on housing, and the well-being of older people and the policy and practice of Local Authorities, Local Health Boards and the Welsh NHS
6. Undertaking marketing, campaigns, PR and publicity relating to the work of Care & Repair across Wales
7. Carrying out research projects with Digital Healthcare Wales and recognised educational establishments to demonstrate the value and impact of Care & Repair services for older people, supporting our work to improve policy and increased funding into the services provided by Care & Repair across Wales

The legal basis for Care & Repair Cymru and Care & Repair Agencies sharing data is Article 6 (1) (f) legitimate interest. In broad terms, ‘legitimate interests’ means Care & Repair Cymru’s legitimate interest in being able to run Care & Repair Cymru as a charitable entity effectively.

**Policy Created: April 2020**

**Reviewed by SMT: July 2025**

**Date of next review: July 2026**