

# Privacy Policy



Eema Care takes the privacy and security of your data very seriously.

This privacy policy sets out how we process personal data collected by us in the course of our lawful activities, and explains our obligations and your rights under the Data Protection Act 1998 and any subsequent UK legislation and regulations ('Data Protection laws'). This policy has been put in place to protect your rights under the Data Protection laws, and it is important that you understand what we will do with your data and are happy with this.

References to the processing of information includes the collection, use, storage and protection of data.

Eema Care is the 'data controller' for the purposes of this policy, and the policy extends to its staff, trustees, volunteers and anyone else processing data on our behalf from time to time.

Eema Care is committed to ensuring that your privacy is protected. Any personal data collected by us will only be processed in accordance with this privacy policy.

Organisations are permitted to process data if they have a legal basis for doing so. Eema Care processes data on the basis that:

- Express and informed consent has been given by the person whose data is being processed; and/or
- Eema Care has a legitimate interest in processing data; and/or
- It is necessary in relation to a contract or agreement which the person has entered into or because the person has asked for something to be done so they can enter into a contract or agreement; and/or
- There is a legal obligation on Eema Care to process data.

Where Eema Care is relying on consent as the basis for processing data, we are required to obtain your explicit consent and you can modify or withdraw this consent at any time by notifying us in writing, although this may affect the extent to which we are able to provide services to or interact with you in future.

Eema Care may change this policy from time to time and any such changes will be published on our website. Notwithstanding any change to this policy, we will continue to process your personal data in accordance with your rights and our obligations in law.

## What data do we collect?

We collect the data necessary for Eema Care to pursue its stated charitable objectives.

However, the data collected and stored is necessarily very different for clients/users than for other stakeholders. For the former we collect, under license from the Office of the Data Protection Commissioner, the complete personal, financial and relevant health information, sufficient to enable us to fulfil our role in the provision of domestic crisis management in its several forms. This data is held securely and no element is ever shared with third parties without express written permission from the data subject.

Data collected and processed for other stakeholders (non-clients) include, but is not limited to:

- Names and contact information such as telephone numbers, email and postal addresses
- Stakeholder, supporter and donor records
- Such other information that is relevant and necessary for Eema Care to carry out its activities, charitable purposes and legal obligations.

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## What we do with the data

Eema Care uses the data collected on clients/users to progress our assistance in an holistic multi-disciplinary manner.

For all other stakeholders, including referral agencies and individuals the function is to maintain accurate internal records of our engagement with volunteers, charities, supporters, partner organisations, staff (both paid and voluntary) and others. These records facilitate our activities run in accordance with our charitable objects, including raising funds and awareness about our work through campaigns and events. Data may be processed and viewed, to the extent necessary, by staff, trustees and certain volunteers in the course of Eema Care's activities (all of whom work in accordance with this privacy policy) and will be retained only for as long as is reasonable and permissible in law.

You, as the data subject, may request deletion of your data at any time in writing, subject to any overriding legal requirement for its retention. You, as data subject, can also unsubscribe via the website of any mailing list you are subscribed to.

Any personal data of a (potential) volunteer is shared with a charity under strict understanding that this is only for the purposes of the volunteering opportunity.

## Your rights in relation to your personal data

You may request details of personal information which we hold about you. Any such request must be submitted in writing. A small fee may be payable if an information request is particularly onerous.

You may choose to restrict the collection or use of your personal information, but this may inhibit or limit the way in which Eema Care is able to interact with you. You may, at any time, change your mind about what information we hold about you, or if we continue to hold it at all, subject to any legal obligation on Eema Care to retain data, such as the retention of Gift Aid records for Her Majesty's Revenue and Customs.

You are responsible for the accuracy of data you have provided to Eema Care. If you believe that any information we are holding on you is incorrect or incomplete, please write to us as soon as possible. We will promptly correct any information found to be incorrect.

We may use your personal information to send you information about Eema Care and matters relating to our activities which we think may be of interest to you. We will only share data with trusted third parties as stated above, or where necessary for us to communicate with you (such as mailing companies for postal communications or through email campaigns or newsletters) or as stated above, and only once we are satisfied that any such use of data will accord with our privacy policy. We will not sell or share your personal information with any other businesses or marketing companies without your explicit consent.

You can obtain further information about Data Protection and privacy laws by visiting the Information Commissioner's website at: <https://ico.org.uk/for-the-public>.

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the data we process. Persons processing data on behalf of Eema Care do so in accordance with this policy and on the basis that Eema Care is satisfied that they can and will adhere to our high standards for data protection and security.

The transmission of information over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

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## Web browsing and Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Our webpage traffic can be interrogated by us for usage and visitation, but no mechanism is used to trace individual users nor to communicate with them. The design of the webpage may include "cookies" which speed up access for prior users. Overall, cookies may help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.