

## **Team Caitlin customer privacy notice**

This privacy notice tells you what to expect us to do with your personal information:

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### **Contact details**

Email: [hello@teamcaitlin.co.uk](mailto:hello@teamcaitlin.co.uk)

Website: [www.teamcaitlin.co.uk](http://www.teamcaitlin.co.uk)

### **What information we collect, use, and why**

We collect or use the following information to **provide services and goods, including delivery and third party referrals**:

- Names and contact details
- Addresses
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Information about support requirements

- Payment details (including card or bank information for transfers and direct debits)
- Website user information (including user journeys and cookie tracking)

We collect or use the following information to **receive donations or funding and organise fundraising activities**:

- Names and contact details
- Addresses
- Tax payer information (for Gift Aid purposes)

We collect or use the following personal information for **service updates or marketing purposes**:

- Names and contact details

We collect or use the following personal information to **comply with legal requirements**:

- Financial transaction information

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)

- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **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. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data:

Our lawful bases for collecting or using personal information to **provide services and goods, including delivery and third party referrals** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **comply with legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

## Where we get personal information from

- Directly from you
- Family members or carers
- Other health and care providers
- Healthcare professionals who identify Team Caitlin as a source of support

## How long we keep information

Referrals made to Team Caitlin will be kept for 12 months from the date received

Document type	Data type	Retention period
<b>Records documenting Team Caitlin's governance arrangements</b>	Charity constitution AGM minutes & papers Policies	Permanent
<b>Records documenting Team Caitlin's relationships and responsibilities to statutory bodies in meeting its legal obligations.</b>	Records containing information that Team Caitlin is legally obliged to provide to funding and statutory bodies  <b>This may include safeguarding concerns</b>	Permanent
<b>Records documenting the handling of non-statutory communications with</b>	Referrals and emails from healthcare professionals	Last involvement +1 year, then destroy

those external to Team Caitlin		
<b>Records documenting the handling of enquiries made by those external to the institution (statutory).</b>	FOIs SARs ICO correspondence	Last action +3 years, then destroy

## Who we share information with

Others we share personal information with

- Agencies we must share information with for safeguarding reasons

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

10 September 2024

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