

Pioneering Care Partnership



Privacy Statement (for Website)

This privacy statement explains what personal information we collect from you and how we use it.

PCP collects information to operate effectively and provide you with the best experience with our services. You provide some of this information directly, such as when you complete a registration form or when you contact us for support by email. PCP also indirectly collects this information for example calling number identification that provides the name and telephone number of a caller, which appears on a display as the call is received.

Information PCP collects about you:

PCP keeps records about you and the service/support you have received, this information may include:

- contact details about you, for example, name, address and next of kin
- equality and diversity data
- contact we have had e.g. appointments/meetings notes about the support received, including any advice and care
- information about how our support has affected you, e.g. evaluation data, comments cards, case studies, focus groups, etc.
- relevant information from people who support you and know you, for example, professionals, referrers and relatives

PCP uses your information to:

- decide what support/advice is appropriate and relevant to you
- enable us to work with others providing you with support/advice
- properly investigate your concerns if you raise a complaint

Your personal information will be stored by PCP and Aspire Technology Solution who back up PCP's servers and will be treated as confidential under the Data Protection Act.

PCP is required to keep different types of information for different periods of time. PCP Retention Schedule will ensure compliance

Online Services

PCP's website

When someone visits www.pcp.uk.net we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

This privacy notice does not cover the links within www.pcp.uk.net, linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

This site is hosted/stored on a server owned and operated by [File Sanctuary](#).

Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. The table below explains the cookies we use and why.

YouTube	PCP embeds videos from our official YouTube channel using YouTube's privacy-enhanced mode. This mode may set cookies on your computer once you click on the YouTube video player, but YouTube will not store personally-identifiable cookie information for playbacks of embedded videos using the privacy-enhanced mode. Read more at YouTube's embedding videos information page .
Google Analytics	These cookies are used to collect information about how visitors use our website and WordPress blog. We use the information to compile reports and to help us improve the website. The cookies collect information in an anonymous form, including the number of visitors to the website and blog, from where visitors have come to the website and the pages they visited. Using Google's Data Retention Controls we have requested that they do not store this information for more than 14 months. Read Google's overview of privacy and safeguarding data
Twitter	This cookie embeds PCP's Twitter feed into our Website. Twitter may receive information including the web page you visited, your IP address, browser type, operating system, and cookie information. Read privacy policy

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

PCP operates other websites, each will have their own privacy statement and cookie information.

PCP's Blog

PCP uses a third party service, WordPress.com, to publish [our blog](#). These sites are hosted at WordPress.com, which is run by Automattic Inc. We use a standard WordPress service to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. WordPress requires visitors that want to post a comment to enter a name and email address. For more information about how WordPress processes data, please [see Automattic's privacy notice](#).

People that contact PCP via social media

PCP uses a number of Social Media Platforms please see below link for these sites privacy notices:

[Facebook including messenger](#)

[Instagram](#)

[Linkedin](#)

[Twitter](#)

[YouTube](#)

People who email PCP

Any email sent to PCP, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with PCP's policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law. Any emails falling outside the bounds of the law will be reported to the police.

Direct Marketing

PCP's E-newsletter

PCP uses a third party provider, MailChimp, to deliver our e-newsletters. PCP gathers statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. To enable us to send our newsletter your name and email address is logged with MailChimp. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe at any time, using the unsubscribe link on the bottom of the E-newsletter.

PCP's Online Survey's

PCP uses a third party service, SurveyMonkey, to seek feedback from users for a variety of reasons. The reason for the survey and how we will use this information will always be clearly identified in the survey introduction. We will use the information only in ways that will not identify anyone, and we will not make any attempt to identify anyone from the information we collect. For more information, see [SurveyMonkey's privacy notice](#).

PCP's Online Competition's

Occasionally PCP will offer prizes to clients to encourage them to complete a survey. PCP uses a third party service, SurveyMonkey, to seek feedback from users for a variety of reasons. The reason for the survey and how we will use this information will always be clearly identified in the survey introduction. We will use the information only in ways that will **not** identify anyone. Once a competition is drawn, all personal information will be deleted. For more information, see [SurveyMonkey's privacy notice](#).

People who call PCP

When you call PCP we collect calling number identification (CNID) information. We use this information to help improve our efficiency and effectiveness and to monitor any malicious/threatening calls. In the event of a malicious/threatening call PCP will report these incidents to the police.

Marketing and Press Activities

PCP will request consent to use photo, video images and written case studies that feature clients. Once consent is granted these images and stories will appear in the public domain and as such may be reproduced by other parties, examples of where these may be used are:

- Press Releases
- Social Media
- PCP Website
- PCP Blog
- Direct marketing activities, e.g. PCP Support Bulletin
- Posters, leaflets, reports and brochures

Your rights

Under the General Data Protection Regulation 2018, you have rights as an individual which you can exercise in relation to the information we hold about you. You can read more about these rights here – <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Access to personal information

Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulation 2018. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information

If you wish to make a subject access request for any personal information PCP may hold you need to put the request in writing addressing it to the Head of Business Excellence. If PCP does hold information about you, you can ask us to correct any mistakes by, once again, contacting in writing the Head of Business Excellence.

Disclosure of personal information

PCP will not disclose personal data without consent, unless there is:

- a risk of harm to you or other people
- where PCP believes that the reasons for sharing are so important that they override our obligation of confidentiality (for example, to support the investigation and prosecution of offenders or to prevent serious crime)
- where PCP has been instructed to do so by a Court
- where PCP is legally required to do so

However when PCP investigates a complaint, for example, we may need to share personal information with a third party organisation concerned or other relevant bodies. Further information is available in our leaflet: How we use your information.

Sharing your information:

PCP may share your information internally to:

- other PCP staff members supporting the service
- PCP volunteers supporting the service
- refer you to another PCP service
- PCP staff conducting audits of data i.e. Equality & Diversity data analysis/evaluations for reporting or bid writing purposes.

Where PCP shares information for statistical purposes, we take strict measures to ensure that you cannot be identified.

PCP may share your information externally to:

- the organisation that funds the service enabling PCP to provide the service
- other organisations or services that we refer you to for support
- other providers involved in supporting you, for example GP's, NHS, or private sector/voluntary sector providers etc.

You will be asked for your consent to share information in this way on PCP Registration Form.

PCP may be contacted **for your consent** to share your information, with; social services, education services, local authorities, legal proceedings or other voluntary sector providers or to:

- check the quality of support/advice PCP gave you with an external organisation
- help investigate any concerns or complaints you have raised

This information will be subject to information sharing protocols about how it will be used. PCP holds your records in strict confidence. Anyone who receives information from PCP also has a legal duty to keep it confidential.

Complaints or queries

PCP aims to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

If you want to make a complaint about the way we have processed your personal information, you can contact us in writing at the address below.

How to contact us

If you want to request information about our privacy policy you can email us on data@pcp.uk.net or write to:

Head of Business Excellence
Pioneering Care Partnership
Carers Way
Newton Aycliffe
DL5 4SF

Complaints about how we look after or use your information

If you feel that we have not met our responsibilities under data protection legislation, you have a right to request an independent assessment from the Information Commissioner's Office (ICO). You can find details [on their website](#)

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 22 May 2018.