



## Privacy notice for families and circles of support

### Introduction

This privacy notice is for the families of people we support. It is also for anyone else (who is not a family member) but who is important to, or wishes us to support them to stay in contact or involved with, a person we support (such as a friend or advocate); we call such people part of the person's 'circle of support'. This notice tells you about the information ('data') that we keep about you, what we do with it, and your rights about that information. In the rest of this notice when we use the term 'the person', it means the person we support that you are involved with as their family member or part of their circle of support.

If you choose to involve yourself with MacIntyre through its website, its social media presence or through its fundraising efforts, please see the separate 'Privacy Notice for Supporters and Website Users' on [MacIntyre's website](#) or search for 'MacIntyre Care privacy'.

At MacIntyre, we are committed to protecting any personal and/or private information that we hold about you. It is important that you know when, why and how we do this.

### Do you have any questions or feedback about this notice?

If you have any questions or feedback about this notice, please let us know by emailing [data.protection@macintyrecharity.org](mailto:data.protection@macintyrecharity.org) or calling 01908 230100. You can find out more about your rights relating to your personal information on the [Information Commissioner's Office website](#).

### What is personal information?

Personal information is any information that may be used to identify you. This could be your name, postal and email addresses, telephone number and other information about you.

### Why do we need to collect personal information about you?

We collect information about you so that we can communicate effectively with you. This might be to help you to stay in touch, to discuss the support given to your family member, to invite you to meetings about them, etc..

### How do we collect personal information about you?

We may collect information about you:

- From the person we support
- From you directly
- From the public authority that commissions or pays for the service to the person
- From the person's previous support provider

We only ever collect information from third parties if you have given them your permission and in line with their privacy policies.

### What information about you do we hold and what do we do with it?

Usually we just hold a record of your name, what your relationship is with the person and your contact details – things like your address, phone number, and email address. We hold this because we have what data protection law calls a 'legitimate interest' in holding it; that means that we think it's reasonable for us to hold this information so that we can keep in contact with you.



However if you don't want us to hold this information about you, or you don't want us to hold or use a particular way of contacting you, please discuss this with us.

We may also, with your consent, hold more sensitive information about you if you are happy for us to do so. For example, it might be helpful for both you and us for us to make a note that you have a particular disability or health condition. If you tell us about something sensitive like that (or we are told it by someone else as above), we will always ask for your consent before making a note of it. And you can withdraw that consent at any time, in which case we will delete that information from our records.

Where we involve you in discussions or decisions about the person's care, we may make a record of this involvement in the person's care records which we are legally required to maintain.

Normally we will share the information that we hold about you with the staff that support the person, with the administrators at the local MacIntyre office and with people in MacIntyre overseeing or checking the person's care.

We will normally share your name and address with MacIntyre's publicity team so that they can send you copies of The Ring, MacIntyre's quarterly newsletter (and of any local MacIntyre newsletter). But you can unsubscribe at any time – just let us know.

We will only share your information with other organisations in very limited circumstances:

- If there is a life-threatening emergency (for example, with the emergency services)
- If a government regulator like the Care Quality Commission or Ofsted or Care Inspectorate Wales asks us to so they can contact you about the care we provide to the person (unless you ask us not to)
- If the local authority responsible for the person's care requires us to share it with them
- If the law requires us to share it
- We will only ever share your information in other circumstances if we have your explicit informed consent.

If you make contact with MacIntyre through its website [www.macintyrecharity.org](http://www.macintyrecharity.org), please see the separate [Privacy Notice for Supporters and Website Users](#).

## How do we store your information and for how long?

We make sure that we have the right controls in place to protect your personal details, whether we hold them on paper or digitally. We will normally hold your information for as long as you have an active relationship with us or until you ask us to get rid of it. However where your involvement in discussions or decisions about the person's care has been recorded in their care record, the Department of Health says that we must keep this information for 8 years after we stop supporting the person.

## Your rights

Under data protection law, you have rights over the personal information we hold over you:

- 1 The right to be informed
- 2 The right of access
- 3 The right to rectification



- 4 The right to erasure
- 5 The right to restrict processing
- 6 The right to data portability
- 7 The right to object
- 8 Rights in relation to automated decision making and profiling.

You can find summaries of what these rights mean on the [ICO website](#).

## How can you find out what information we hold about you?

You have the right to see or ask for a copy of the information we hold about you. To do this or to exercise one of your other rights, or to find out more about data protection in MacIntyre, or to make a complaint or raise a concern about how we process your personal information, please contact us:

- By post to Data Protection Team, Seebeck House, 1 Seebeck Place, Knowlhill, Milton Keynes, MK5 8FR
- By phone to 01908 230100
- By email to [data.protection@macintyrecharity.org](mailto:data.protection@macintyrecharity.org)
- The person responsible for data protection in MacIntyre is Claire Toombs, Finance Director. You can contact her in any of the ways above.

You also have the right to complain about any use of your personal information to the Information Commissioners Office. You can contact them through the [ICO website](#) or by calling 0303 123 1113.

## Updating this notice

We may update and change this notice. The latest version will always be on our website and you can reach it through this address <https://www.macintyrecharity.org/privacy-policy/>

If there are major changes, we will say so on our website. This notice was last updated in March 2023.