

1. Introduction

This page is our Privacy Notice. A Privacy Notice tells you how we use your personal data, so you know what happens with it when people give it to us.

Sometimes there are links to other pages. You might want to ask an adult to help with these because it can be confusing.

You can also download a copy of this Privacy Notice here:

[Child Friendly Privacy Notice V1 \(Website\).pdf](#)

2. Who are we?

We are Carers First, and we help people who take care of others by giving them special help and information that is just right for them.

3. Personal Data? What's that?

Personal data is anything that can identify you. It can be things like your name, a photo of you or your email address, but it is also things like your online gamertag.

We have to be very careful with some types of personal data, these are known as special category data. This could be something like an illness you have, or what religion you are.

Carers First uses a lot of personal data. If you want to read the list, you can find it on our Privacy Notice for Adults here: [Full Privacy Notice V6.pdf](#)

4. Why do you need my personal data?

The main reason we need to use your personal data is to know who you are.

We are here to help young carers and to make sure they feel noticed and listened to while they help and care for others. To do this, we may use your personal data to provide you with information and support with your caring role, to put you in touch with support groups who can also help you, and for other things such as inviting you to social events for young carers to have some fun!

If we don't have your personal data it could mean you miss out on the things we can do for you.

Sometimes we need to tell you more about what we are doing with your personal data. You can see some of these on this page.

5. So, you can use my personal data for anything?

No, just because we have your personal data, it doesn't mean we can do what we want with it, we have to follow some rules.

Sometimes we have to ask you if we can use it, and if you say no then we cannot use it.

Carers First does a lot of work, so there are times that there are more rules that say we have to use your personal data to do our work, and we can do this without asking you first.

There are different rules for personal data and special category data. If we are using any of your data, we make sure we are following all the rules, which are on our Privacy Notice for Adults [Full Privacy Notice V6.pdf](#)

6. Can anyone else see my personal data?

Sometimes in order to do our work we have to share your personal data, or other people might share it with us. We're very careful about how we do this, meaning there are even more rules.

We might need to share your data with your school, doctor or family if they are helping you, or with your local council or other support group. We always make sure that they know all our rules first, so only people who are helping you will look at your data.

You can see more information of who we could share with on our Privacy Notice for Adults

[Full Privacy Notice V6.pdf](#)

7. Do you keep my personal data forever?

We only keep your personal data for as long as we need it and sometimes this might be for years.

As we do a lot of work, we have to follow rules about how long we can keep your personal data. You can see more information about how long we keep it on our Privacy Notice for Adults [Full Privacy Notice V6.pdf](#)

8. Do I have a say in what happens to my personal data?

Yes, you do. You have what we call 'rights' when we use your data. One of these is the right to know what we do with it. That's what this page is for.

You can ask us to tell you what personal data we have about you, or if we will stop using it or to delete it. If your personal data is wrong, you can tell us and we will fix it.

The rights you have depend on what we use your data for. There is more information on your rights on our Privacy Notice for Adults [Full Privacy Notice V6.pdf](#)

9. Who makes you follow all the rules?

We have someone at Carers First called our Data Protection Officer, and their job is to protect your data. This means that they make sure we are following all the rules, and that your data is safe. If they see something wrong, they tell us how we can fix it.

Because of how important it is to keep your data safe, and to follow all the rules, you can email or write a letter to our Data Protection Officer if you are worried about what we do:

Data Protection Officer

Email address: eddie.finch@carersfirst.org.uk

Postal Address: Unit 4, Michael Gill Building, Tolgate Lane, Rochester, Kent, England, ME2 4TG

There is also an organisation whose job it is to make sure we follow the rules, and can tell us off if we do things wrong. You can also email or write to them:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

You can find more information here: www.ico.org.uk

10. Changes to this Privacy Notice

We might update this Privacy Notice sometimes. This could happen if the rules change, or if we make big changes to how we do things that affect how we keep your information safe. If we make any changes, you can find them on our website.

The last time we updated this Privacy Notice was on 01/10/2024.