



Privacy Notice



JEWISH CARE

**DATA
PROTECTION
& GDPR**

*Caring for and protecting people's
information at Jewish Care*

Who we are

Jewish Care comprises both a charity and a trading company. In this policy, whenever you see the words 'we', 'us', 'Jewish Care' or 'our', it refers to both our charity and our trading company.

Our trading company is wholly owned and controlled by our charity. Any information we collect may be used by both entities. Our trading company exists so that we can support our charitable activities including making a purchase from Jewish Care, such as a ticket to an event, advertising space in a brochure or a raffle ticket. These transactions will be processed through Jewish Care's trading company in support of our charity.

Our charity is Jewish Care (company number 02447900 and registered charity no. 802559 in England). Our trading company is Community Trading Ltd (company number 02449362).

Both our charity and our trading company are registered as data controllers in accordance with the Data Protection Act 1998, with the Information Commissioner's Office under:

Data Controller	Registration Number
Jewish Care	Z7007114
Community Trading Limited	Z7006980

Reason for notice

As a social care charity, Jewish Care holds and processes a large amount of information, including personal information that Jewish Care collects from you, when you interact with the various Jewish Care departments and services to receive social care; attend a day or community centre; volunteer; apply for a job at Jewish Care; give a financial donation; supply us with goods and services; or be sent information by email or post about the services we provide or the events we hold.

Your privacy is important to us as an organisation, so this notice is one of the ways in which we can demonstrate our commitment to ensuring your data is always protected and remains confidential, by being transparent and open. It also demonstrates our commitment to our five values of Excellence, Enabling, Creative, Inclusive and Integrity.

If you would like further information about Data Protection, the law and good practice, please see the Information Commissioner's website. The Information Commissioner is the Data Protection statutory governing body for England and Wales. Their website is located at: <https://ico.org.uk/>

Data Controller contact information

Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London, NW11 9DQ, registered in England and Wales, Charity Reg No 802559, Company Limited by Guarantee, Reg No 02447900. Data Protection Registration No. Z7007114.

Who is the Data Protection Officer?

The organisation's Data Protection Officer is Miriam Paul-Joseph and she can be contacted at:

**Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus,
221 Golders Green Road, London NW11 9DQ
Email: Dataprotection@jcare.org
Telephone: 020 8922 2304**

How do we collect information?

We will collect information from you when we communicate with each other by: correspondence, telephone, email, face-to-face, completing an application form or through one of our online forms.

We may also obtain personal information from other sources that may be held on your record. This information is held in Jewish Care's Information Asset Register.

What personal information we collect about you and for what purpose

The personal information we are collecting

We will routinely collect the following basic information; name, postal address, email address, telephone number, date of birth and possibly financial information, for example, if you pay for your care or you wish to support us financially.

The special category of data (sensitive data)

We may also be collecting and processing the following information which requires us to ensure there is a higher level of protection against the processing of this data: racial or ethnic origin, religious beliefs, health and social care information. We may also collect and process information relating to any criminal offences or convictions (if you wish to work or volunteer for Jewish Care).

For what purpose?

When we use your personal data, we will always explain to you how and the reason for using your personal information. Below is a set of purposes for which Jewish Care may be processing your personal data, depending on your relationship with the organisation:

Services

- To support you or your family to access appropriate services
- To provide any appropriate service
- To assess you or your family's needs for social care
- To ensure the safety and reduce the vulnerability of you, your family or other members of the Jewish community
- To prove eligibility for services, where residency rights and immigration status are required
- To assist in assessment of eligibility for funding, where grants and public funding is applied
- To report on service performance where public funding or grant funding has been applied for
- To comply with our regulatory and legal obligations, including but not exclusively to, the Care Quality Commission, local authorities, NHS, Health and Safety Executive and the Charity Commission
- To reply to compliments and also investigate and respond to complaints

Fundraising and Marketing

We may receive information either directly from you or from other organisations where you have agreed that they may share your details with us, including:

- Event organisers or third-party websites such as JustGiving or VirginMoneyGiving, so we know you are fundraising for Jewish Care
- Synagogues, for example, when promoting a joint appeal
- Other organisations that we are working with, such as Will writing services, (only if you have agreed that they may let us know you have pledged to support us).

We may use your personal information in the following ways:

- **Processing and recording donations and other financial transactions:** We will use your information to process and keep a record of your donations. We may also use your information to administer raffles or auctions you participate in, including contacting you to let you know if you have won a prize. If you agree that we can claim Gift Aid on your donations we will use your information to claim any relevant Gift Aid and, as we are legally required, to keep a record of the claim and your Gift Aid declaration. We may need to use your information to prevent fraud.
- **Recording pledges of future support:** If you tell us that you plan to support us financially in the future or that you have included Jewish Care in your Will, we will keep a record of your intentions.
- **Managing your involvement in events and volunteering:** We will provide you with information and support for events, fundraising or volunteering opportunities you sign up to or enquire about. If you have completed a form to register or enquire about an event or activity or to respond to an invitation, we will consider this a request to send you details about the event or activity. When you have asked for details of an event, we will send you information including, where relevant, reminders about the activity. Where appropriate, we will use the information you provide to identify any help we can offer, specific to the activity you have signed up for, and to provide necessary information to event organisers.
- **Responding to enquiries or requests:** This may include responding to your query or feedback or sending you relevant information such as fundraising materials or details of our services. We may also keep a record of conversations we have with you, feedback you provide and any materials we send to you.
- **Informing you about Jewish Care's work:** We will use the information you have provided to tell you about the services Jewish Care provides, and about how your support enables us to help people in the community.
- **Asking for your support:** We may contact you to let you know about ways you can support us, either financially, by attending one of our events, or through volunteering.

Volunteering

- To process your application to become a volunteer
- To ensure your suitability to volunteer with Jewish Care, by seeing any appropriate qualifications, obtaining personal and professional references and any other information we in our sole discretion feel is appropriate, including but not limited to whether you have any criminal convictions, by seeing the results of a DBS check.
- To contact you about: events, new volunteering opportunities, training opportunities and recruitment drives.

- To maintain a record of the volunteering activities you have undertaken for Jewish Care
- To send you our regular newsletter and any other organisational information appropriate to you

Recruitment

To process applications for employment submitted to Jewish Care. The process includes, but is not limited to:

- The processing of criminal background checks
- The confirmation of candidates' right to work in the UK and,
- The completion of the interview and assessment process

To assess and confirm as thought necessary:

- Suitability as a candidate
- Identity
- Confirm relevant experience, qualifications or training
- Personal and/or professional references

Also, for:

- Equal opportunities monitoring
- Informing you of employment opportunities at Jewish Care

Suppliers/Insurers

(including: contractors, sessional workers and agency workers)

- To carry out a due diligence check
- To set up payment systems on Jewish Care's invoicing system
- To provide insurers with details of Jewish Care drivers' details for inclusion on insurance schedules
- To provide Jewish Care insurers, following a claim or potential claim, the necessary information to proceed with the claim being made
- To record details of purchases made on behalf of tenants for delivery to personal addresses
- To record the names of individuals who are classified as eligible for VAT exemption
- To record the personal details of sessional workers for monitoring adherence to Jewish Care requirements

The personal data used through the procurement and insurance claim process and held by Jewish Care may include:

- Name
- Contact details (e-mail, address, business telephone number, mobile number, fax number, postal address, company and department, country of residence (if applicable) and internet address
- Bank account details
- Documentation for identification
- Documentation relating to insurance cover
- Information from third parties, e.g. references

We may also process your data, where we have a lawful basis to do so, including where you have given your consent, if it is not already being processed for one of the above purposes to:

- Help review the quality of services.
- Identify areas for future development.
- Receive and respond to compliments
- Investigate concerns or complaints
- Fundraise
- Carry out market research.
- Administer promotional campaigns
- Contact you with information about products and services
- Contact you about job and volunteering opportunities

Jewish Care may also use your personal data, after it has been anonymised, to allow for the statistical analysis of data to enable the organisation to target and plan effectively the provision of services. In deciding what personal data to collect, hold and use, Jewish Care is committed to ensuring that it will comply with the Data Protection legislation.

The legal basis for processing your personal data

To enable us to process your personal data legally there must be a legal justification for doing so under data protection law. We will process your data if:

- We have received your **consent** to process your personal data
- Processing of your personal data is necessary for the performance of a **contract** between you and Jewish Care or to take steps to enter into a **contract**
- Processing is necessary for Jewish Care to comply with a **legal obligation**
- Processing is necessary to protect your **vital interests** or those of another person in an emergency

- Processing is necessary to perform a **public task** in the **public interest**
- Processing of your personal data is necessary for the purposes of **legitimate interests** pursued by Jewish Care, where such interests have not ignored your rights or freedoms concerning your privacy.

Specific details about the purposes and legal basis for which we are processing your personal data is held on the organisation's Information Asset Register.

Further processing

If we wish to use your personal data for a new purpose, that is different from the original purpose for which you gave your personal data, then we will provide you with a new privacy notice explaining this new use, prior to commencing the processing and setting out the relevant purposes and processing conditions. If consent is the legal basis for this new purpose, we will seek your prior consent to the new processing.

Individuals' rights

Under data protection law, you have the right to;

- Know the purpose for processing your personal data
- Withdraw consent to the processing of your personal data
- Object to the processing of your personal data
- Data portability
- Request rectification and/or erasure
- Request access to the information we hold on you by making a Data Protection Act, Subject Access Request

If you would like to exercise your individual rights, this can be done by writing to the: Data Protection Officer at Dataprotection@jcare.org or, Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London, NW11 9DQ

If you would like to exercise any of those rights, please:

1. let us have enough information to identify you,
2. let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
3. let us know the information to which your request relates

If you would like to unsubscribe from any email communication you receive, you can also click on the 'unsubscribe' button at the bottom of the email communication.

Your right to complain

If you are dissatisfied with the way your individual rights have been handled by Jewish Care, you can lodge a complaint by contacting Jewish Care's Quality Assurance Team at:

Email: qa@jcare.org or Telephone: **020 8922 2324**, or in writing to:
Quality Assurance, Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus,
221 Golders Green Road, London NW11 9DQ

You can also download and complete the form on our website.

If you feel that Jewish Care has not satisfactorily handled your complaint, you can report your concerns to the Information Commissioner's Office at: <https://ico.org.uk/concerns/> or by telephone on: **0303 123 1113**, or in writing to:

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

Data security

Jewish Care may use your personal data, after it has been anonymised so that an individual cannot be identified. This is to allow the statistical analysis of data to enable the organisation to target and plan effectively the provision of services. In deciding what personal data to collect, hold and use, Jewish Care is committed to ensuring that it will comply with data protection legislation.

Jewish Care has put in place appropriate safeguards and technical measures to protect your personal data. As an organisation, we recognise that any personal data handled by Jewish Care is held on your behalf and that we ensure we will respect that responsibility by adopting and maintaining high standards regarding the handling and use of that personal data.

Jewish Care will always consider and address the privacy risks first when planning to use or hold personal information in new ways, such as when introducing new electronic systems.

We provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Data sharing

Jewish Care may disclose personal data to third parties, but only where: it is necessary to comply with a legal obligation, or where permitted under data protection legislation, for example, where the disclosure is necessary for the purposes of the prevention and/or detection of crime; or where it is necessary for a third party working for or on behalf of Jewish Care and/or to provide services to you.

The information you provide us with may be shared, for example, with local authorities, GPs, the Department of Work and Pensions (DWP), HMRC and the Home Office. There will be times that the information will be disclosed to our partner organisations that provide services on behalf of Jewish Care.

Once your details are no longer required they will be deleted securely. Jewish Care will ensure that sufficient steps are taken so that the personal data we hold is kept safe and secure. Where your information is disclosed to a third party, Jewish Care will seek to ensure it has sufficient systems and procedures in place to keep your data safe and prevent its loss.

Where Jewish Care seeks to disclose sensitive personal data about you (such as medical details) to third parties, we will do so only with your prior express consent or where we are legally allowed or obliged to do so.

If you choose to complete any of our online forms, Jewish Care will not use the personal information you give us for marketing purposes without first gaining your consent. Your consent will be sought at the point of completing any online form. We may pass your details to third-party service providers who are contracted to Jewish Care, who will be able to assist us with your request, for example, a counselling service. These third parties are obliged to keep your details secure, will use them only to fulfil the request and will dispose of the information at the time when they are no longer required.

No personal information you have given us will be passed on to third parties for commercial purposes.

Data retention

Your personal data will be held by Jewish Care only for a limited period after you stop interacting with Jewish Care. Further information on how long your data will be held for can be found in the organisation's Records Retention Schedule.

This privacy policy was updated on 9 May 2018

We may change this privacy notice from time to time. When we do we will inform you either by post, email or on our website.

Do you need extra help?

If you would like this notice in another format (for example: audio, large print, Braille) please contact us at Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London NW11 9DQ

Email: Dataprotection@jcare.org

Telephone: **020 8922 2304**

