



Reach Learning Disability

Carer Privacy Notice

Who we are

Reach Learning Disability, referred to here as Reach, Registered in England and Wales Company No 03724275 and Registered Charity No. 1076318. Our registered office is Reach Learning Disability, Prebend Passage, Southwell, Nottinghamshire NG25 0JH.

Reach Learning Disability is committed to maintaining the trust and confidence of our carers and to protecting your privacy.

This statement explains when, how and why we collect information about you, how we use it, the circumstances in which we may disclose it to others and the way we work to keep your information safe and secure. For the purposes of this notice Reach Learning Disability is the Data Controller.

In compiling this statement, Reach has considered the Data Protection Act 1998, the UK General Data Protection Regulation, the Data Use and Access Act 2025 and the Privacy and Electronic Communication Regulations 2003.

What information we collect

The information we collect will vary depending on the reason for our interaction with you but may include your name, postal address, phone number, email address and any other information that is reasonably necessary to provide carer support. This may include notes taken during meetings with our Carers Manager and any information you choose to share relevant to your support or wellbeing and may include financial information. This may also include special category data such as health/care information about you and/or your son or daughter attending Reach, in which case our Client Privacy Notice applies. We use legitimate interest as our lawful basis to collect this special category data, because it is in your individual interests for us to do so to provide bespoke support for you.

How do we collect your information?

We obtain information directly from you when you respond to carer opportunities or access our services. We also collect your personal data from our client registration documents, if relevant. We also collect information when you correspond with us or use our website or accounts on our social media platforms to make enquiries.

Lawful Basis for Processing

Our lawful basis for processing your personal data is legitimate interests.

Legitimate interest allows Reach to process carers' personal data because it's necessary for a genuine reason, and it doesn't override your rights or freedoms. We rely on legitimate interests to process carer data for activities like:

- Providing carer support through our Carers Manager
- Fulfilling our legal requirements (e.g. under the Care Act 2014 and Safeguarding)
- Keeping records to record interactions necessary for providing support to carers
- Sending information about carer services and opportunities

These are all activities that are reasonable, expected, and necessary to manage our relationship with you. Where we collect special category data such as data concerning your health, we will only do so to ensure your health and wellbeing while we support you. The Article 9 condition for processing this special category data is not-for-profit bodies.

Why do we collect your information?

We collect information about you to:

- provide carer support through our Carer Manager (including keeping notes of meetings when necessary)
- to be able to effectively communicate carer opportunities to you (for example through our newsletter)
- to invite you to carer socials and events

We also need to comply with our administrative duties, financial regulations and the law.

How will your information be used?

Naturally it is in our interests to protect your privacy so that we develop a long and trusted relationship with you. We may use your information to:

- fulfil your request to receive a service from us or to provide you with any requested information
- process and verify any financial transactions arising from donations to us, purchases from us or other payments. We will only communicate with you about fundraising where we have your clear, unambiguous invitation to do so. Updating your preferences can be carried out at www.reachuk.org/opt-in.
- record and process any interaction we have with you
- communicate with you about our services and our mission
- comply with our administrative duties, financial regulations, health and safety legislations, safeguarding and insurance requirements which are essential for running our organisation.

Who will your information be shared with

We only share your personal information to the extent we need to. Recipients of your personal data may include but not be limited to:

- The Police, courts or any other regulatory authority
- Other bodies in order to fulfil our health and safety, safeguarding, insurance and other legal duties.

If we do ask a third party to help us, we will carry out checks to ensure they are trusted and reputable and that their systems will protect and keep your data safe.

Storing your personal information

We take the security of your information seriously and are bound by law to ensure your information is kept safely. We will use all reasonable efforts to do this. In the unlikely event that our processes do not meet our high standards we will tell you immediately.

When we collect information, we will only collect what we need and keep it to a minimum. We will adhere to our internal policies and will abide by laws and the recommendations of regulatory bodies such as the Information Commissioners Office and the Charity Commission. We will take appropriate physical, electronic and managerial measures to ensure that we keep your information secure. Information kept on our computer systems and technical devices are encrypted with passwords to prevent unauthorised access.

We retain the personal data processed by us for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation).

In the absence of specific legal, regulatory or contractual requirements, our baseline retention period for records and other documentary evidence created in the provision of services is seven years. However as stated above this will vary according to the purposes for which data was collected.

What are your rights?

You have the right to:

- request a copy of your information (known as a subject access request)
- request rectification or erasure of your information
- request a restriction on the processing of your information, and,
- object to processing of your information,
- complain to the Information Commissioner's Office about the way Reach Learning Disability processes your information.

- set your browser to remove or reject cookies before using Reach Learning Disability websites.

If you require further information about the use of your data or would like to exercise any of the above rights, please contact Laura Carr on the details at the bottom of this page.

The right to erase your details

The right to erasure is not absolute and only applies in certain circumstances. The right to erasure does not apply if processing is necessary for one of the following reasons:

- to exercise the right of freedom of expression and information;
- to comply with a legal obligation;
- for the performance of a task carried out in the public interest or in the exercise of official authority;
- for archiving purposes in the public interest, scientific research historical research or statistical purposes where erasure is likely to render impossible or seriously impair the achievement of that processing; or
- for the establishment, exercise or defence of legal claims.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

Contact

If you would like to discuss anything in this privacy notice, please contact: Laura Carr at laura.carr@reachuk.org, telephone 01636 819066; in writing to Reach Learning Disability, Prebend Passage, Southwell, Nottinghamshire, NG25 0JH.