



Privacy Notice

At SomeOne Cares (SOC) we are committed to protecting your privacy. We use the information we collect about you to enhance your experience online and improve our service to you and as required by the UK Data Protection Act 2018 and all other data protection legislation currently in force, we follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access.

The Regulation applies to anyone processing personal data and sets out principles which should be followed and gives rights to those whose information is being processed.

This Privacy Notice tells you what to expect us to do with your personal information when you contact us or enter into an agreement with us.

In this Privacy Notice we will tell you:

- why we can process your information
- what purpose we are processing it for
- whether you must provide it to us
- how long we store it for
- whether there are other recipients of your personal information
- whether we intend to transfer it to another country
- whether we do automated decision-making or profiling.

SomeOne Cares takes its responsibilities seriously and adheres to the Data Protection Principles. When processing information we will ensure that it is:

- processed lawfully, fairly and in a transparent way
- processed only for the purpose that the information was collected for
- limited to what is necessary
- accurate and kept up to date
- kept for no longer than is necessary
- kept safe and secure
- only shared with other Organisations who can demonstrate compliance with the regulations.



SomeOneCares

Our Contact Details

There are many ways you can contact us, including via our website, post, email, telephone or in person.

Name:	SomeOne Cares
Postal Address:	1 Amble Close, North Shields, Tyne and Wear, NE29 7XW
Website:	https://someonecares.org.uk/
Email:	Enquiries@someonecares.org.uk
Telephone:	(0191) 257 8094

SomeOne Cares are a Data Controller and registered with the ICO. Registration: Z9734344

What information we collect

Referrals may be received via email from various organisations (Healthcare, Charity, Social Care, Education, Local Government, UK Government, Law Enforcement, Local Authority). We may also receive a direct approach from individuals who contact SomeOne Cares via telephone, email, or website enquiry, in all these cases we collect the following initial personal information:

- Name and contact details (address, email address, telephone number)
- IP Addresses you use to access our website along with your usage details.

Should you enter into an agreement for services provided by SomeOne Cares, we may collect further personal information from you. The type of additional information we may collect is:

- Payment card details
- Date of birth
- Proof of identity
- Gender
- Nationality
- Immigration status
- Ethnicity
- Marital Status
- Sexuality
- Health Details * including GP Details, Medications, Disabilities etc
- Emergency Contact information

*If we need to collect sensitive information for example Health details, we will always seek your explicit consent first.



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We may use the information we collect to occasionally notify you about important functionality changes to the website, new products, services, and special offers we think you will find relevant.

If you would rather not receive this information, details of how to remove yourself from our subscription system will be contained in the emails that you receive from us. Make sure you change your preferences for each account you hold or email address you have provided.

Why we collect and process this information

In most cases, the lawful bases, or reason(s) for processing your information is in fulfilment of a contract, for example:

- When you use our website or to enquire about our services via our website, by telephone or email
- When you enter into an agreement with us for any service provision
- To enable us to support our customer obligations and service requirements
- To notify you of any enhancements or updates to the services or systems we provided to you
- To manage our business
- Perform the terms of our agreement with you.

Your information will not be used for automated decision-making or profiling.

In certain circumstances we also use other lawful bases as follows:

- To fulfil our regulatory and legal requirements
- Our legitimate interests, for example:
 - to improve our services
 - to conduct web analytics
 - to administer and protect our business, website, and social media profiles
 - for the prevention and detection of fraud and spam
 - for the establishment, exercise, and defense of legal claims.

What about Cookies?

Cookies are small pieces of information that are stored by your browser on your computer's hard drive. We use cookies to help provide you with the best service when viewing our website. Please see our Cookie Notice for more information.



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How we protect your information

We are committed to ensuring that your information is secure. As such we have put in place appropriate technical and organisational measures to safeguard it, including the use of user logins and passwords to our internal systems, secure cloud-based data storage, encryption, anti-virus software and network vulnerability scanning.

All information entered and stored within our internal systems are kept for the duration required for us to fulfil our contractual and legal requirements and in line with our Data Retention Policy and Schedule.

Who we share your data with

To provide some services, SomeOne Cares may need to share client's personal data with other agencies (Third Parties). Verbal or written agreement will always be sought from the client before data is shared. This will only be done after discussions with a manager or the Data Protection Officer. All such disclosures will be documented. The main organisations we may share your information with are:

- Guidance Counsellor who may provide counselling services on our behalf
- National Health Service (NHS)
- Social Care Services
- Law Enforcement
- Local Authority

We may use third party organisations to provide elements of our services on our behalf. We have contracts in place with these organisations which means that they cannot do anything with your personal information unless we have instructed them to do so. They will hold it securely for the purposes of and retain it for the period we instruct. The main organisations we may share your information with are:

- IT and other software providers to enable us to collect and process data in fulfilling your query, in fulfilment of our agreement with you (based on your consent).
- Health and safety and quality assessors who may inspect our work in compliance with the Health and Social Care Act 2012 and other related Regulations
- Payment card processors to take payment for our services or donations made

We will not share your information with any third parties for the purpose of marketing services directly to you. SomeOne Cares does not sell, trade, or rent your personal information to others.

There may be occasions, such as when information is stored in the secure systems used where your information is processed outside of the EEA. Where this is the case appropriate



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organisational and technical measures are adopted to ensure the protection of your information.

Should you require any further details about the circumstances in which processing of your information may be outside of the EEA, please contact us at Enquiries@someonecares.org.uk

Data Subject Rights

Under EU legislation, you have rights as a Data Subject including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not normally required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: Enquiries@someonecares.org.uk if you wish to make a request.

We will post any changes to our privacy policy on this page so that you are always aware of what information we collect, how we use it and under what circumstances we disclose it.

Tell us what you think

SomeOne Cares welcomes your questions and comments about privacy. Should you not be entirely satisfied with any aspect of how we have used your information, please contact us directly and we will endeavour to resolve your query as quickly as possible. Should your query not be resolved to your full satisfaction you may also complain to the ICO at the following address:

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