



# LONDON CARE AND SUPPORT FORUM

*social care, personal support and health services across the Capital*

## **General Privacy Statement for London Care & Support Forum**

### **Legitimate Processing**

London Care & Support Forum is a membership association for Social Care Providers. Our overarching objective is to improve quality in the Social Care Sector in the London area.

To this end we

- offer representation with Local Authorities and National organisations
- provide information and education in the form of General meetings, plus a Newsletter, and general information bulletins on our website.
- provide a Registered Managers Network for education and networking purpose, in partnership with Skills for Care
- provide a directory of commercial partner members on our website
- offer consultancy support, by negotiation as a paid for service
- offer additional services via our Commercial Partner Members who offer relevant skills to our care provider members, often on preferential terms.

When a Care Provider becomes a Member of LCAS, then we legitimately communicate with them on all of these points plus any membership administration

We also engage with non-members in the sector with a view to

- promoting membership
- providing education and information

### **Privacy and Data Protection**

LCAS are committed to safeguarding and preserving the privacy of our members' contact information. We are also committed to safeguarding that information which we hold for communicating with non-members who are active in the Care Sector. This policy outlines what data we hold and how we hold it and what we do with it.

We update this Policy from time to time so please do review this Policy regularly. A separate policy for dealing with visitors to our website can be found in the footer at: <http://lcasforum.org>

### **Information that we hold**

#### **For members**

- Registration information provided by you
- Contact information that you supply
- Administrative information about your membership
- 'News' images and content provided by you

### **Use of Your Information**

#### **Members:**

We use the information that we collect from you to provide services to you such as:

- membership administration
- information about activities and events



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- information about the sector that will be of use
- newsletters
- to inform you of any changes to our website or services
- information about Commercial Member offers

Membership is seen as CONSENT to receive this information. You may supply the names of additional people in your organisation to also receive promotional information.

We will use electronic contact to supply this information

## **Third Party Use of Information**

We will never give your information to third parties to use your data to enable them to provide you with information regarding unrelated goods or services without first seeking your consent.

## **Storing Your Personal Data**

Your contact data is held in password protected electronic format, either in compliant cloud based packages such as Mail Chimp or Event Bright, or Google Drive. Details may be held on local computers for processing; these are all password protected.

It may become necessary to transfer data that we collect from you to locations outside of the European Union for processing and storing. By providing your personal data to us, you agree to this transfer, storing and processing. We do our utmost to ensure that all reasonable steps are taken to make sure that your data is stored securely.

Unfortunately the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically, sending such information is entirely at your own risk.

We will not disclose your personal information to any other party other than in accordance with this Privacy Policy and in the circumstances detailed below:

- In the event that we sell any or all of our business to the buyer.
- Where we are legally required by law to disclose your personal information.
- To further fraud protection and reduce the risk of fraud.

## **Third Party Links**

On occasion we include links to third parties in our communications. Where we provide a link it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review their privacy policy before sending them any personal data.

## **Access to Information**

In accordance with the Data Protection Act 1998 you have the right to access any information that we hold relating to you. Please note that we reserve the right to charge a fee of £10 to cover costs incurred by us in providing you with the information.

## **Contacting LCAS**

Please do not hesitate to contact us regarding any matter relating to this Privacy Policy.

E-mail: [peter@lcasforum.org](mailto:peter@lcasforum.org)