



Privacy Notice



JEWISH CARE

**DATA
PROTECTION
& GDPR**

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

Hello, welcome to the Jewish Care Privacy notice. This notice describes what we do with personal data, why we do it, and how we will protect it. It also describes your rights and how to exercise them.

This notice applies to anyone who is a Jewish Care client, subscriber, guest, or anyone who visits our website, Jewish Care (“Website”). Alternatively, feel free to email us if you have any questions or concerns regarding your privacy, please use the contact detail on this page.

1. Who are we?

Jewish Care comprises both a charity and a trading company. In this notice, 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 Care Trading Ltd (company number 02449362). Both our charity and our trading company are registered as data controllers in accordance with applicable data protection and privacy laws, with the Information Commissioner’s Office under:

Data Controller	Registration Number
Jewish Care	Z7007114

If you have any questions about how we use your information, or want to exercise your rights over your information, you can write to us at our address above or contact us on:

Telephone: +44 020 8922 2304 **Email:** dataprotection@jcare.org
Address: Jewish Care, Amélie House, Maurice and Vivienne Wohl Campus
221 Golders Green Road, London NW11 9DQ.

2. What is personal data?

Personal data is the term used to describe information which can be used to personally identify someone. Examples of personal data can be a name, a personal address, or even an IP address (Internet Protocol address).

Some information is considered sensitive data, examples of these can range from: racial or ethnic origin, religious beliefs, health, and social care information. Sensitive data requires higher levels of protection. As a care home, we are legally allowed to process this information for the health and social care of our clients, and in some cases, we are required to process information relating to any criminal offences or convictions (if you wish to work or volunteer for Jewish Care).

3. What information we collect, what do we do with it, and why?

Depending on how you interact with us, we'll need different information to make sure we can best serve you.

Here are examples of information we might use when you use our different services.

When you:	We'll use the following:
Get in touch	Contact information
Register interest in our services.	Contact information Customer information Financial information Health information Family information
Sign up to our newsletter.	Contact information Marketing consent
Sign up to our services.	Contact information (this includes emergency contact information) Family information Health information Government Identifiers Financial information Racial or ethnic origin Religious beliefs or opinions

When you:	We'll use the following:
<p>Receive our support, receive our services such as meals on wheels, or receive care from us.</p>	<p>Contact information Family information Images and recordings (CCTV on site) Government Identifiers Financial information Health information Racial or ethnic origin Religious beliefs or opinions Pledge, Pledge for future donations, or donate online. Contact information Financial information Customer information (Marketing Preferences)</p>
<p>Apply to work with us as an employee, or volunteer.</p>	<p>Contact information Government Identifiers Education and Skills Reference information Background check results Help us with creating promotion materials Explicit consent Contact information Age related information Religious beliefs or opinions Images & Recordings</p>

4. How we use your personal information and why?

We only ever use your information in line with applicable data protection and privacy laws. We will only use your personal data if we have a lawful basis to do so. We will never use your data without a specific purpose. In cases where we use special category data (sensitive) , we will always have a condition to do so. In most cases the condition would be for the provision of health and social care for you and your loved ones.

Here are the specific reasons we process your personal information and the legal basis for which we use your information:

Processing Purpose	Legal Basis and Conditions for Processing Special Category Data
To allow you to contact is with an enquiry via our website or telephone	<p>The condition for using special category data is consent.</p> <p>Consent - you have given clear consent to us to process your personal information for a specific purpose.</p>
For Marketing Purposes	<p>With your consent only, to contact you by email, with information about our news, and services which either you request, or which we feel will be of interest to you.</p>
For Membership Registration	<p>Contract – processing your personal information because you have entered a contractual agreement with us, in order for us to provide our services to you.</p> <p>The condition for using special category data is for the provision of health and social care.</p>
For Community Services	<p>Contract – processing your personal information because you have entered a contractual agreement with us, for us to provide our services to you.</p>

Processing Purpose	Legal Basis and Conditions for Processing Special Category Data
For Care Services	<p>Contract – processing your personal information because you have entered a contractual agreement with us, for us to provide our services to you.</p> <p>The condition for using special category data is for the provision of health and social care.</p>
For Social Work	<p>Contract – processing your personal information because you have entered a contractual agreement with us, in order for us to provide our services to you.</p> <p>The condition for using special category data is for the provision of health and social care.</p>
For Administration and Operations	<p>Legitimate Interests – processing your personal information is necessary for our legitimate interests or those of a third party, provided those interests are not outweighed by your rights and interests.</p> <p>The legitimate interests being pursued are to ensure the personal safety of Jewish Care’s staff, service users and visitors.</p> <p>Contract – processing your personal information because you have entered a contractual agreement with us, in order for us to provide our services to you.</p>
For Fundraising Operations	<p>Contract – processing your personal information because you have entered a contractual agreement with us, in order for us to provide our services to you.</p> <p>Legal Obligation – processing your information is necessary for us to comply with the law.</p>

Processing Purpose	Legal Basis and Conditions for Processing Special Category Data
For Facilities Management	<p>Contract – processing your personal information because you have entered a contractual agreement with us, in order for us to provide our services to you.</p> <p>Legitimate Interests – processing your personal information is necessary for our legitimate interests or those of a third party, provided those interests are not outweighed by your rights and interests.</p>
For Payment Processing	<p>Contract – processing your personal information because you have entered a contractual agreement with us, in order for us to provide our services to you.</p> <p>For Prospective Job Applicants and Volunteer Opportunities (when you apply for a job or volunteer position with us)</p> <p>Contract – processing your personal information because you have entered a pre-contractual agreement with us, in order for us to provide our services to you.</p> <p>Legal Obligation – processing your information is necessary for us to comply with the law.</p> <p>The condition for using special category data is for the provision of health and social care.</p>
For Supplier Management	<p>Contract – processing your personal information because you have entered a contractual agreement with us, in order for you to provide services to us.</p>

5. Sharing your personal information

We will share your personal information with the following categories of third parties, including:

- Our service providers and subcontractors, including but not limited to payment processors, suppliers of technical and support services, databases, and cloud service providers;
- Companies that assist us in providing services to you;
- Authorities when we are required by law, e.g. when requested by police to investigate incidents, or emergency services when you are injured or unwell and need hospitalisation;
- Regulatory bodies who mandate reporting, required where we have a statutory duty to share information, demonstrate compliance, or support investigations to government and financial agencies.

If we share your personal information to third parties, they will only legally be able to use it for the purpose of providing services to us. We make sure that third parties we share personal information with follow equivalent privacy and security procedures to our own to protect your information.

Except for what is written in this notice, we will never share any of your personal information to any third party without notifying you and/or getting your consent. If you do consent and later change your mind, you can remove consent and therefore our permission to use this information. See below for your rights to withdraw consent.

6. How long we store your personal information for

We store personal information for as long as you use the services we provide, or as long as we have legal, regulatory or business requirement to do so, or until you either unsubscribe to our communications or opt out by contacting us at dataprotection@jcare.org

7. Your rights

At any time:

You can contact us by email **dataprotection@jcare.org** at any time, to request that we:

- Keep you informed.
- Stop processing your data.
- Update any personal information which is out of date or incorrect;
- Delete any personal information which we are holding about you; (with some exceptions by law).
- provide you with a copy of any personal information which we hold about you on request to **dataprotection@jcare.org**
- In some cases, you may have the right to object to processing, however this may not apply to certain processes.
- we do not undertake an automated decision making.

8. International Transfers of personal information

The personal data we collect is processed at our offices located at our care homes in London, and in any data processing facilities operated by third parties. Technology businesses often use third parties to help them host their application, communicate with customers, power their emails etc, ours are situated in the USA. We carefully vet any services we use to ensure they adhere to high standards of security and privacy.

When we do this, sometimes it is necessary for us to share your data with them in order to allow these services to work. Your data is shared only when strictly necessary and according to the safeguards and good practices detailed in this Privacy notice.

** A copy of a list of the third-party suppliers or agencies can be supplied on request.*

9. Security of your personal information

At Jewish Care, we have physical, electronic, and managerial procedures in place to protect and secure the information we collect. We are committed to protecting personal information from loss, misuse, disclosure, alteration, unauthorised access and destruction and we take all reasonable precautions to safeguard the confidentiality of personal information.

We make every effort to protect your personal information. However, there is always an inherent risk, beyond our control, in sending information over the internet. If we do ever encounter any online data breaches, we commit to taking prompt action to resolve the situation to protect your information.

10. Cookies

When you visit our website, if you allow, we may store or retrieve information in your web browser in the form of small text/number files. These are called cookies. These allow us to make your experience on the website easier, or measure how well our website is doing. You can read about how cookies work here: [All About Cookies](#) | [Online Privacy and Digital Security](#).

You can read more about what cookies we use, why we use them, and edit your preferences by clicking on the cookie icon at the bottom left of the website.

11. Contact us

Questions, comments, and requests about this privacy notice or how we collect, use, or store your personal information are welcomed and should be emailed to **dataprotection@jcare.org**

If you believe we have breached your rights, you can make a complaint to the UK Information Commissioner's Office (<https://ico.org.uk>) or seek remedy through your local courts if you believe your rights have been breached.

This privacy notice was last updated in June 2023, but we may update it at any time.

