

Your Photos & Videos

A Guide for People We Support



Cartrefi Cymru may have photos, sound recording or film (all called 'images' here) of you.



You have agreed to this by signing a consent form. This explains what we are allowed to do with them and what your rights are.



It is based on the law.



What personal information do we have connected with your image?

Your name, your address and telephone number



How do we keep your images safe?

We will keep your images safe by:



Using passwords and other security on our computers



Only keeping them for 5 years



You can ask to see the images we have of you

We will always make sure that images are good and don't embarrass people, or make anyone look silly.



What if you don't want us to have images anymore?

If we have images of you:

- that you don't like,
- you don't think we need,
- that are wrong in some way
- or you have just changed your mind.



Then please email communication@cartrefi.coop or ask support staff to do it for you.

We will do our best to delete anything you ask us to.



But if it is on any of our social media pages, website, posters or leaflets, then we cannot say that there are no other copies. We can usually remove your image from any new posters or leaflets before we print any more.



If for any reason we cannot do any of these things we will explain why.



We may also stop using your image for one of these reasons

We stop supporting you because: you move away, have a new support provider, or move onto independent living.



You are in a photo with someone else. They want that image removed, and we can't change it any other way.



We want to change our website, social media or posters and leaflets using new images.





More Help and Information



If you are still not happy with something to do with your images, you can write to or phone:

Data Protection Officer

✉ Cartrefi Cymru Co-op

Unit 5-6

Coopers Yard,

Curran Road,

Cardiff CF10 5NB.

☎ 02920 642257



You can talk to your Care Manager.



If you are still not happy, or you want more help and advice, you can get in touch with the Information Commissioner's Office.

☎ Telephone 029 2064 8400

This organisation makes sure we look after all your information properly.