



Age UK Exeter Organisational Privacy Notice

Age UK Exeter is a local charity that has worked across Exeter for over 30 years. Our mission is to enable older people to make the most of life, whatever their circumstances.

Our contact details:

Sycamores, Mount Pleasant Road, Exeter, EX4 7AE.

Telephone: 01392 202092

Email: info@ageukexeter.org.uk

What type of information we have:

We collect and process personal information relating to clients, supporters, staff, volunteers, and trustees of our organisation. This may include personal identifiers, contacts, information relating to service history and/or services accessed and basic health information if appropriate. This is to allow us to offer services, products, help and guidance to our clients and to be able to keep people up to date with our work and plans.

How we get the information we have and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You give us your information so that we can provide a service to you.
- You give it so we can fulfil a request.
- So that you can support us.
- Because you would like to receive communications from us.
- You would like to become a staff member, volunteer, supporter, or trustee.

We may also receive information indirectly, for example, if you are referred to one of our services or use the national volunteering hub.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Legitimate Interests
- Consent

Please note, you can withdraw your consent at any time by contacting info@ageukexeter.org.uk or telephoning 01392 202092.

What we do with the information we have:

We use the information that you have given us in order to deliver services to you, fulfil your request to us, provide you with information or advice or to keep you up to date with the charity, fundraising, plans and developments.

If you have used our services, we may on occasion share basic demographic and service information with Age UK the national charity and funders so they can help us monitor, fund

and ultimately improve the services we provide. The information we share will not include your name or contact details, unless you give us your consent to do so for a specific purpose, such as sharing your story. When we do share this information, we do so under the lawful basis of legitimate interest.

We use Mailchimp as our marketing platform. By ticking to receive our newsletter, you acknowledge that your basic information will be transferred to Mailchimp for processing. This will enable you to receive our newsletter to your email address.

In other circumstances, we will only share your details with other agencies if express consent has been given or if there is a safeguarding concern or an offence has been committed. Then and only then, we would have to share information with the advice and authorisation of our Chief Executive Officer.

How we store your information:

Your information is stored securely by us on CharityLog, our online database hosted by Dizons Ltd. If you are in receipt of one or more of our services, have worked or volunteered for us, we will hold your data for ten years after you cease to receive a service or work for us. If you are a supporter of Age UK Exeter, we will hold information about your donations for six years after you stop supporting us or as soon as you withdraw consent or ask to be forgotten, we will anonymise your data. You can see full information about our data retention in our Data Protection Policy available at www.ageuk.org.uk/exeter/about-us/policiesandguidelines or by requesting a copy of our Data Retention schedule.

Your data protection rights:

Under data protection law, you have rights 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.

If you make a subject access request, we have one month to respond to you.

Please contact us at info@ageukexeter.org.uk or on [01392 202092](tel:01392202092) if you wish to make a request or ask to be put through to the Governance Lead.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Helpline number: 0303 123 1113