

Privacy Notice for Age UK Wandsworth – Service Users, Volunteers, Supporters, Employees, Workers and Contractors

What is the purpose of this document?

Age UK Wandsworth (“we”, “us”, “our”) is committed to protecting the privacy and security of your personal information.

Age UK Wandsworth is a registered charity and the controller of the personal information described in this notice. Our registered charity number, company number if applicable, and current registered office address are published on our website and should be read together with the contact details above.

We are a data controller. This means we are responsible for deciding how we hold and use personal information about you. This notice explains to you what decisions we have taken in relation to that information.

Our contact details are as follows:

Address	549 Old York Road, London, SW18 1TQ
Telephone	020 8877 8940
E-mail	info@ageukwandsworth.org.uk

This privacy notice describes how we collect and use personal information about you during and after your contact and/or working relationship with us, in accordance with the UK General Data Protection Regulation, the Data Protection Act 2018 and the Data (Use and Access) Act 2025. We encourage you to read this notice carefully, together with any other privacy notice we may provide on specific occasions when we collect or process personal information about you, so that you understand how and why we use it.

It applies to all service users, volunteers, supporters, employees, workers and contractors.

Named Certified Data Protection Officers include Natalie de Silva (Chief Executive Officer) and Nick Grimshaw (Director of Operations & Quality). Questions about this privacy notice, requests to exercise your information rights and data protection complaints should be directed to the Chief Executive using the contact details set out above and may be handled by either of the aforementioned Data Protection Officers.

As a data controller, we are responsible for deciding how we hold and use personal information about you. This notice explains to you what decisions we have taken in relation to that information.

Data protection principles

In collecting and processing your personal information, we will comply with the data protection law in force at the time. This requires that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The kind of information we hold about you

We will collect, store and use a variety of categories of personal information about you, depending on the nature of your engagement with us. We may also collect, store and use special category personal data, including information about your health and ethnicity, and information about criminal convictions and offences. Criminal-offence data is subject to separate legal requirements and is not itself special category data.

Personal information is information that can be used to identify you. It can include your name; contact details including postal address, email address, telephone number; date of birth and your credit/debit card details (only for specific services). We may ask for additional information such as ethnicity, emergency contact details and relevant health information if you are a service user, volunteer or member of staff at Age UK Wandsworth.

If you use our website we may collect your IP address, and information regarding what pages are accessed and when.

If you make a donation online, your payment card information is collected by our current payment or fundraising service provider and is not held by us. The provider will process that information in accordance with its own privacy notice. Details of the provider used for a particular donation will be displayed at the point of payment.

How is your personal information collected?

We collect personal information about our service users, volunteers, supporters, employees, workers and contractors, through your use of our services, your contact with us and/or the application and recruitment process. This information is received either directly from service users, supporters and candidates or sometimes from a third party organisation, which could include an organisation making a referral or an employment agency. We may sometimes collect additional information from third parties including former employers, credit reference agencies or other background credit agencies for example, the Disclosure and Barring Service.

We may collect additional personal information in the course of our contact and relationship with you.

How we will use your personal information

We will only use your personal information when we have a legal basis to do so and we will hold and use your data as you would reasonably expect in accordance with your contact with us.

There are a variety of situations in which we will use the information we collect about you. These include the use we make of particularly sensitive personal information, such as information about your physical or mental health and criminal records information.

For each purpose for which we use personal information, we identify an appropriate lawful basis under data protection law. Depending on the circumstances, this may be consent, performance of a contract, compliance with a legal obligation, protection of vital interests, performance of a task in the public interest, or our legitimate interests or those of a third party. Where we rely on legitimate interests, we consider whether those interests are overridden by your interests, rights or freedoms. Further information about the lawful basis applying to each processing activity is available from the Chief Executive.

Where we use your personal information to pursue the legitimate interests of the organisation, we will only do so provided your interests and fundamental rights do not override those interests.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We may use information about you in the following ways:

- To provide you with services, activities, goods, information or advice
- To provide information about our work
- To support your volunteering activities with us
- To administer your donation, including processing Gift Aid
- To support your fundraising
- To seek your views or comments on the services we provide
- To notify you of changes to our services
- To improve our services
- For marketing purposes
- To better understand and engage with people
- To campaign and fundraise for the benefit of older people.
- To send you information which you have requested. This may include information about campaigns, appeals, other fundraising activities, goods and services.

As part of our contractual requirements to funders of services, we may provide anonymised or aggregated information about service users or volunteers. Where we disclose identifiable personal information, we will do so only where we have an appropriate lawful basis and, where required, satisfy any additional conditions applying to special category or criminal-offence data. Consent is not the only lawful basis on which a disclosure may be made.

We segment our contacts to understand interests and preferences and to send relevant communications to groups such as members, volunteers, trustees and users of particular services. Depending on how this activity is carried out, it may constitute profiling under data protection law. We do not use solely automated processing to make decisions about you that produce legal or similarly significant effects unless we have a lawful basis and apply the safeguards required by law.

We may also collect and retain your information if you send feedback about our services or make a complaint.

We may contact you about our work with older people and opportunities to donate, fundraise, volunteer or provide other support where we have your consent or where another lawful route is

available. This may include the charitable purposes soft opt-in where its statutory conditions are met. We will provide a clear and simple way to opt out when we collect your details and in every subsequent electronic marketing communication. You may change your communication preferences or object to direct marketing at any time.

If you fail to provide personal information

If you fail to provide certain information when requested, we may not be able to provide a full service to you, or be able to recruit you as a volunteer, or perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Do we need your consent to use particularly sensitive information?

We do not need your consent if we use your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of service, nor a condition of your contract with us that you agree to any request for consent from us.

Why might you share my personal information with third parties?

We may have to share your data with third parties, including third-party service providers. We require third parties to respect the security of your data and to treat it in accordance with the law.

We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Transferring information outside the UK

We may transfer personal information to, or allow it to be accessed from, countries outside the UK. Where we make a restricted transfer, we will ensure that it is covered by UK adequacy regulations, appropriate safeguards such as the UK International Data Transfer Agreement or the UK Addendum to the EU standard contractual clauses, or an applicable exception. Where

appropriate safeguards are used, we will carry out the required transfer risk assessment or data protection test. You may contact the Chief Executive for further information about the safeguards that apply.

We will take reasonable steps to ensure that recipients protect personal information to a standard that meets the requirements of UK data protection law and the transfer mechanism being used. Further information about relevant safeguards is available from the Chief Executive.

Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. Details of these measures may be obtained from Age UK Wandsworth.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data retention

We retain personal information only for as long as necessary for the purposes for which it was collected, including legal, accounting and reporting requirements. Retention periods differ according to the type of information, the people concerned and the purpose of processing. In deciding the appropriate period, we consider the amount, nature and sensitivity of the information, the risk of harm from unauthorised use or disclosure, the purposes for which we process it, whether those purposes can be achieved by other means, and applicable legal requirements. Further information about relevant retention periods is available upon request from Age UK Wandsworth.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

Your rights in connection with personal information

Under certain circumstances, the law grants you specific rights. These are summarised below. Please note that your rights may be limited and subject to restrictions in certain situations:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Chief Executive.

No fee usually required

You will not usually have to pay a fee to access your personal information or exercise your other rights. We may charge a reasonable fee or refuse to act if a request is manifestly unfounded or excessive, taking into account whether it is repetitive. If we decide to charge a fee or refuse a request, we will explain our reasons and inform you of your right to complain.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In any circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact Age UK Wandsworth. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Complaints to the ICO

You may complain to us about how we have used your personal information by contacting Age UK Wandsworth using the details in this notice. We will acknowledge a data protection complaint within 30 days, take appropriate steps to investigate it without undue delay, keep you informed of progress and tell you the outcome. You also have the right to complain to the Information Commissioner's Office.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Call the ICO on 0303 123 1113.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time and the updated version will be available on our website. We may also notify you in other ways from time to time about the processing of your personal information.

This privacy notice was last reviewed in October 2026. We review it regularly and whenever there is a material change to our processing activities or applicable data protection law.