PRIVACY NOTICE

This Privacy Notice applies to Age UK Leicester Shire & Rutland (AUKLS&R) and its subsidiary companies; Age UK Leicester Shire & Rutland Home Help Ltd, Age UK Leicester Shire & Rutland Transport and Trading Ltd and Age UK Leicester Shire & Rutland Contract Care Ltd.

AUKLS&R is a registered charity (number 1146649) and company limited by guarantee (number 7844309). The registered address for both charity and subsidiary companies is: Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.

Cookies

Cookies are tiny software files that are stored on a computer or mobile device when an individual visits a website. Cookies allow websites to recognise that a user on an individual computer has previously visited the site. The cookies save some information about that user for when they access the site again in the future. You can find details of the cookies our website uses, and change your cookie settings, at www.ageuk.org.uk/leics/privacy-policy/cookies/

For more information about the different types of cookies, visit the About Cookies website.

Data Protection

AUKLS&R and its group of companies are committed to protecting and respecting your privacy and security. Whenever you provide us with your personal and sensitive information via any contact method we will treat that information in accordance with this statement, our data protection policy and current UK Data Protection legislation.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Please be aware that this privacy notice may change from time to time, so please check for any updates periodically.

16 or Under: If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide personal information. Without parent/guardian's approval you are not allowed to provide us with personal information.

1) **People who use our services:** This means anyone who contacts our organisation to access our support or a service. If you contact us, we need to keep some of your basic information to be able to help you, and to be able to offer services or information. This will include contact details, and a record of what you have chosen to contact us about and any other information we require to provide information, advice and support. This information might include questions which allow us to measure our performance in relation to Equal Opportunity and Diversity legislation.

2) **What information we keep and why:** We process personal data relating to people who use our services, and supporters of our organisation. This is to enable us to offer services and products, help and guidance to the people who use our services and to keep people up to date with our fundraising plans and activities.

   Our lawful basis for using your information: We use your information because we have a legitimate interest in providing our services and support to you, or because we need it to deliver a service you have agreed to receive. Where we hold information about your health or care

needs, we do so to provide health or social care, or with your explicit consent. We only use your information for fundraising and marketing with your consent.
Services we provide on behalf of others: Where we provide a service on behalf of a local authority or the NHS, that organisation also holds information about you. Depending on the contract, it is either the Data Controller for your information and we process it on its behalf, or we are each responsible for your information separately. Its own privacy notice also applies, and we share information about your support with it as part of delivering the service.

3) **If you do not wish us to store your information:** You can say **'no'** to a request for consent to store your information. If you do that, we may hold an anonymous record of our interaction for our own records, for funders etc.

4) **If you change your mind and wish to withdraw consent:** You can withdraw consent if you first agree but then change your mind later. For example, if we contact you about a new service and you want to stop this type of contact just let us know. You can stop receiving this information from us at any time. To do this, you can write to us at our head office address or ring us on the telephone number shown at the end of this policy. We will stop processing your data upon request subject to the provisions that are set out in the section headed 'Incidences where it may be necessary to breach your confidentiality and consent' and that it does not affect any financial implications.

5) **How we will contact you:** When you give permission for us to contact you, we will clearly establish the consent you have given us: this might be consent to assist you with your enquiry, consent to be kept up to date with our work and our plans, for fundraising or any combination of these. We will send any information to you using your preferred method of contact.

6) **Who will see your personal data?** Your information will only be seen by designated staff and volunteers who have signed up to our Confidentiality Policies. We will only share information about you with people when you have consented to us doing so and for the agreed purposes. For example, you may ask us to make a referral to another organisation on your behalf – or we may ask for consent to allow National Age UK to audit your information to ensure we meet their quality monitoring programmes. Unless one of the exceptions set out below applies, or we are providing a service on behalf of a local authority or the NHS (see above), we will make sure we have your permission before sharing your information. We will never give your data away or sell it to anyone.

7) **What information will be kept?** We are required to keep some personal data, even after we've finished dealing with your case or after you have stopped being a supporter of our work. This may include any of the following: your contact details, full records of your enquiry and what was done as a result of this, any correspondence, consent forms and other relevant forms.

8) **How long will we keep the data?** We keep the records of people who use our services for eight years from the date your case is closed, in line with NHS guidance on social care records, unless a specific service requires a different period, which we will tell you about. This is to ensure that we have a record of what we did in the event of a complaint or legal claim or so we can review your record if relevant in the event you wish to use our services again. All data will be securely stored as an "inactive" record on an encrypted database, with limited access for staff. We may keep an overall summary of the number of people who contact us, and the types of issues people contact us about. This is aggregated data, and it is not possible to identify individual cases or people from that data. The collection of this information will benefit the people who use our services by:

- Allowing us to identify important issues that are affecting older people in the City and County
- Helping us to design services and projects to address need
- Focusing our campaigning and public engagement
- Ensuring we train our staff and volunteers in the areas that matter
- Support our future fundraising efforts

9) **Ensuring the accuracy of your details that we hold:** The accuracy of your information is important to us. We will endeavour to ensure that we hold accurate details about you. If we are helping you with any issues and your contact or other relevant details change, please let us know so that we can update our records. To do this, you can write to us at our head office address or ring us on the telephone number shown at the end of this policy. If you contact us after a period of inactivity, we will always check that your details are up to date.

10) **Seeing the information we hold about you:** You can ask to see a copy of all the information we hold about you. To do this, you can write to us at our head office address or ring us on the telephone number shown at the end of this policy.

11) **If you wish to have all of your details erased:** You can write to us or ring and talk to one of our team advisors at any time if you wish for all of the records that we hold about you to be erased. This is subject to the provisions that are set out in the section headed 'Incidences where it may be necessary to breach your confidentiality and consent' and that it does not affect any financial implications
Your other rights: You also have the right to ask us to correct inaccurate information, to restrict or object to how we use your information, and to receive a copy of information you have given us in a format you can reuse. We will respond to requests within one month.

12) **Transferring your information outside of the United Kingdom:** We store your information in the UK. If any of our suppliers need to process information outside the UK, we will make sure it is protected by safeguards approved under UK law, such as a UK adequacy decision or approved contract terms. Your privacy rights continue to be protected under UK law.

13) **Incidences where it may be necessary to breach your confidentiality and consent:** There are certain instances where your right to confidentiality may be limited or overridden by greater rights. These are as follows:

    a) The information is required to safeguard national security
    b) For the prevention or detection of a crime including the apprehension or prosecution of offenders
    c) For the assessment or collection of tax duty
    d) For the discharge of regulatory functions (includes health, safety and welfare of persons at work)
    e) To prevent serious harm to a third party

    We may also share information without your consent to protect your vital interests or someone else's in a life-or-death situation, or where an adult is at risk of harm, abuse or neglect, in line with our Safeguarding Adults Policy. In the cases of (a) to (d), requests for disclosure must be supported by appropriate paperwork before we will share information.

Contact Us

If at any time you would like to contact us with your views about our privacy practices, or with any enquiry relating to your personal information, or complain on the way we collect, store or use your data you can do so by calling the relevant department:

Finance:	0116 222 0540	Retail:	0116 299 2259
Information & Advice:	0116 223 7350	Marketing:	0116 223 7560
Home Care Dept:	0116 299 2266	Volunteering:	0116 299 2256
Care Services:	0116 222 0558	Learning & Development:	0116 222 0559
Human Resources:	0116 222 0559	Administration	0116 299 2237

You can also contact our Data Protection Lead on 0116 299 2237 or at contact@ageukleics.org.uk, or write to us at Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA. If you are not happy with our response, you have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

Privacy Notice November 2026
Review: November 2028