

Privacy Notice – CLIENT COPY

We are Age UK Bedfordshire whose head office is 78-82 Bromham Road, Bedford, MK40 2QH. We operate across Bedfordshire and Luton.

We are the data controller for the personal data described in this privacy notice.

If you have questions about how we use your personal data, you can contact us at:

Email: enquiries@ageukbedfordshire.org.uk

Address: 78-82 Bromham Road, Bedford, MK40 2QH

What information we keep and why

We process personal data relating to clients, customers, supporters, staff, volunteers and trustees to allow us to:

- Provide advice, support and services
- Manage enquiries and case records
- Communicate with you about your support or services
- Meet our legal and safeguarding obligations

We need to keep some basic information about you to be able to help you with any advice or issues you have asked us about, and to be able to offer you services and information. This may include:

- Contact details (such as name, address, phone number or email address)
- Health or care information where relevant to support you
- Records of advice, actions taken and communications

How we contact you

If you have explicitly agreed (consented) to receive marketing or promotional information from us, we will contact you using your preferred method.

You can withdraw your consent at any time by writing to us at our address above or emailing enquiries@ageukbedfordshire.org.uk

If you wish to change how we contact you

You can stop receiving information from us at any time by writing to us at our address or email above.

Service-related communications may still be sent where necessary to provide support or comply with legal obligations.

Who will see your personal data

We will only share your personal data where necessary and lawful, for example:

- With partner organisations or professionals supporting your case (such as the DWP or local authority)
- With trusted service providers acting on our instructions

We will seek your consent where required, unless sharing is necessary to meet a legal obligation or protect you or others.

What data will be kept

We are required to keep some personal data, even after we have finished dealing with your case or after you have stopped being a supporter of our work. This may include contact details, records of who we spoke to on your behalf, any correspondence, and an outline of any steps we took or advice we gave. We will keep data for a total of six years after your case is closed or your relationship with us ends. This is to ensure that we have a record of what we did in the event of a complaint or meet legal and regulatory requirements. After this period, data is securely destroyed.

All data will be securely stored on an encrypted database, with limited access for staff. It will not be accessed except in response to a query about our actions in the case. No decisions will be made about you based on this data and you will not suffer any detriment or harm by having it stored on our secure systems. At the end of the six years all your data will be securely archived and only accessed if legally required, after which it is safely destroyed.

We 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 clients by:

- Allowing us to identify important issues that are affecting older people in our area
- 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
- Tailoring our resources to the issues that matter most to our clients

Your data protection rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (in certain circumstances)
- Restrict or object to how we use your data
- Request data portability
- Withdraw consent at any time (where consent applies)

To exercise these rights, contact us at enquiries@ageukbedfordshire.org.uk.

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 our Chief Executive Officer at the address above or email for the attention of the Chief Officer at enquiries@ageukbedfordshire.org.uk

If you want to complain about how we collect, store, or use your data

If you have a complaint about how we handle your personal data, please contact us at enquiries@ageukbedfordshire.org.uk.

You also have the right to complain to the Information Commissioner's Office (ICO):

Website: <https://www.ico.org.uk>

Helpline: 0303 123 1113