

# Data Protection Information

## What information does Age UK Blackburn with Darwen hold about me?

We collect, use and store (called 'processing') personal data relating to our service users, and customers in order to enable us to offer services, products and help and guidance and to be able to keep people up to date with our work and plans. We need to keep this information to fulfil the request you have made to the organisation. This leaflet informs you of how Age UK Blackburn with Darwen\* uses the information it collects and what your rights are.

## About Data Protection Regulations

Current Data Protection Regulations aim to ensure people have control over their personal data and to provide you with particular rights over what happens to your data. Under current regulations the usual legal basis for processing your data is through your consent which we will ask you for and record. You can withdraw this consent at any time. There may be occasions where we have a legal obligation or legitimate interest to process your data without consent.

In line with data protection regulations Age UK Blackburn with Darwen will:

- ◇ Only use your personal data for the purpose for which it was given and which you have agreed to
- ◇ Only collect and process information necessary to perform our functions and meet our legal obligations
- ◇ Ensure, as far as reasonably practical, that the data we hold is factual, accurate and up to date
- ◇ Keep and process data using safe and secure systems
- ◇ Gain your explicit consent before sharing your details (except where we have a legal obligation to share or where there is risk caused by a safeguarding issue). We will never sell or give away your data
- ◇ Not divulge that you have contact with us to any third party, without your consent
- ◇ Only contact you using the methods you have agreed to and for the purposes you have agreed to
- ◇ Make all our employees and volunteers aware of their responsibilities relating to handling data and the consequences if any breaches are made
- ◇ Take care to respect a person's individual human rights regardless of rights within data protection regulations
- ◇ Respond quickly to all requests from people to access their data, to withdraw consent or to change their contact preferences

## How we will contact you

When we collect your data we will ask you how we can contact you, for example, by telephone, post or email. We will record this and will only contact you in ways you have agreed to. You can change these preferences at any time by contacting us. We will also ask you if we can contact you to let you know about our services and activities including marketing and promotional activities. You can say no to this and we will record your decision and only contact you for reasons you have agreed to. If you agree to this you can change your decision at any time.

## What do we collect and how long do we keep it?

We will need to collect as much data as necessary to do what you have asked us. This will include, as a minimum, contact details, a record of what you have chosen to contact us about, any agreed actions we take and any correspondence with us. All data is kept using secure systems and only accessed by staff and volunteers who need to see it to work with you. We keep most data for six years (10 years for some specific purposes) after we have finished working with you to ensure we have a record of what we did in the event of a complaint, or legal claim. Your data is then destroyed securely.

**This is a summary of our privacy notice.** A full version of this notice can be viewed at [www.ageukbwd.org.uk](http://www.ageukbwd.org.uk) where you can also see our Confidentiality, Data and Record Management policy for more details of our systems.

## Seeing the data we hold about you

You have the right to access the information we hold about you (this is called a Subject Access Request) and can do this by contacting the Chief Executive at the details below or through any of our services. If you make such a request we will need to confirm your identity first and will then make a formal response within 30 working days. We are not able to give out personal data in response to a request over the phone. Our full Subject Access process can be found at [www.ageukbwd.org.uk](http://www.ageukbwd.org.uk)

## Withdrawing consent

You can withdraw your consent for us to hold your data at any time, and make a 'Stop Processing Me' request, by contacting us using the details below. We will action this request within 30 days. You should be aware that withdrawing consent will affect the service and support we can offer to you, but we will explain how this will affect you when you contact us.

## What to do if you find a mistake, or want to make a complaint

If you find that information we are holding about you is incorrect we will correct this as soon as you inform us, which you can do using the details below. You can also use these details if you wish to make a complaint about how we have collected, used or stored your data.

Last reviewed May 2023 ♦ Next review due May 2024

The Chief Executive

**Phone:** 01254 266620

Age UK Blackburn with Darwen

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This leaflet can be made available in different formats on request