

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

### About the Data Protection Act 1988

When the Data Protection Act came in to force in 1988 it gave people the right to see the information that organisations hold on them and gave guidelines on how they use it. This leaflet answers questions about how Age UK Blackburn with Darwen\* uses the information it collects on our service users, customers and donors, what your rights are and how you can find out about the information we keep on file about you. In line with the principles of the Data Protection Act 1988, Age UK Blackburn with Darwen will:

- ◇ Only use your personal data for the purpose for which it was given
- ◇ Only hold the personal information necessary for us to perform our functions
- ◇ Ensure, as far as practical, that the data we hold is accurate and where necessary up to date
- ◇ Ensure that personal information will be factually accurate and opinions will be carefully and professionally expressed
- ◇ Keep all personal information safe and secure
- ◇ Gain agreement from individuals before sharing information with external agencies (unless there is a specific legal obligation to share)
- ◇ Not divulge that an individual has made contact with Age UK Blackburn with Darwen without their consent
- ◇ Make all employees and volunteers aware of their responsibilities relating to handling data and the consequences of any breaches that are made
- ◇ Take care to respect a person's individual human rights regardless of the rights in the Data Protection Act
- ◇ Respond to all requests to access information held by Age UK Blackburn with Darwen from an individual about themselves

Please refer to [www.ageukbwd.org.uk](http://www.ageukbwd.org.uk) for a copy of our Confidentiality, Data and Record Management Policy which provides more detail

## **Your right to access**

You have a right to access the information that Age UK Blackburn with Darwen holds about you. You can call us, write to us or email using the information below. We will need to confirm your identity first and then find the information you are looking for. We aim to respond to requests as quickly as possible and will make an initial response within 10 working days. We will not be able to give out any personal information over the phone.

## **What to do if you find a mistake**

If you find information on your records that has been wrongly recorded it can be easily corrected. If you disagree with an opinion then please write to us to tell us what you disagree with and your opinion of what happened. This will be recorded and included in the records together with the original entry. Please send your letter to:

## **The Chief Executive**

**Age UK Blackburn with Darwen**

**4 King Street**

**Blackburn**

**BB2 2DH**

You can also call **01254 266620** or email **[enquiries@ageukbwd.org.uk](mailto:enquiries@ageukbwd.org.uk)**

This leaflet can be made available in different formats upon request

Age UK Blackburn with Darwen

4 King Street

Blackburn

BB2 2DH

**t:** 01254 266620

**e:** [enquiries@ageukbwd.org.uk](mailto:enquiries@ageukbwd.org.uk)

**w:** [www.ageukbwd.org.uk](http://www.ageukbwd.org.uk)

Registered charity number 1143809

Company number 07728630