

Privacy Policy

What this privacy policy covers

Age UK Bournemouth is committed to protecting the individual's personal information and to being transparent about the information we hold, why we need it, how we use it and the individual's rights in regard to it.

Who we are

Age UK Bournemouth is an independent charity dedicated to working with the over 55's living in Bournemouth, Poole, East Dorset & Christchurch. Age UK Bournemouth is a registered charity (No. 1113294) and company limited by guarantee (No. 5401464). The registered address is Age UK Bournemouth, 700 Wimborne Road, Winton, Bournemouth, BH9 2EG. We comprise Age UK Bournemouth and our trading subsidiary, Age UK Dorset Enterprise Limited.

What we need

Age UK Bournemouth will be the 'Controller' of the personal data provided to us. Personal data which we collect about individuals may include their name, address, date of birth, contact numbers, etc. However, for some of our services we may need to collect other data regarding clients' health, etc. We will always ensure that there is a legitimate interest for collecting information and we will not collect any personal data from individuals that we do not need.

How do we collect information?

We obtain information about individuals in various ways, for example, when clients use our services, contact us about products and services, donate to us or use our website.

Why we need this information

We need to know basic personal data in order to provide individuals with the services they have requested or the assistance they require. We will not collect any personal data we do not need.

What we do with the information

All the personal data we process is processed by our staff or volunteers. Irrespective of where the data is stored, no third parties have access to clients' personal data unless the law allows them to do so.

How long we keep information

Any information we collect that is used for the purpose of providing the service(s) requested will be kept with us for as long as we need it in order to provide and

oversee this / these service(s). Any information we have collected that we may use for marketing purposes (and for which individuals have given explicit consent) will be kept with us until the individual notifies us that they no longer wish us to hold the data.

What we would also like to do with the information

We would like to use a client's name and email address to inform them of similar products and services as well as future offers, however, we will always request explicit consent before doing so. This information is not shared with third parties and individuals can unsubscribe at any time via the phone, by email or in writing.

What are the individual's rights?

If at any point the client believes the information we process on them is incorrect they can request to see this information and have it corrected, or, if they wish, deleted. Should they wish to raise a complaint regarding how we have handled their personal data, they can contact the Chief Executive at the email address below who will investigate the matter. If after that they are not satisfied with our response or believe we are failing to process their personal data in accordance with the law, they can complain to the Information Commissioner's Office (ICO).

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Changes to this privacy policy

If this privacy policy changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures visitors are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

Reviewed: 12.10.18

Next Review: 12.10.21

Agreed by the Board:

Chair of the Trustees

Chris Lockyer