

| Basic Information    |          |                   |                   |
|----------------------|----------|-------------------|-------------------|
| Document Owner       |          | D Moran           |                   |
| Approver             |          | Board of Trustees |                   |
| Review Cycle         |          | 2 years           |                   |
| Responsible Function |          |                   |                   |
| Version Control      |          |                   |                   |
| Version              | Date     | Author            | Reason for Update |
| 2                    | 04/12/25 | D Moran           | Cvcle review      |

## PRIVACY POLICY

Age UK Buckinghamshire is committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who contact us, the conditions under which we may disclose it to others and how we keep it secure.

### How do we collect information from you?

We obtain information about you when you contact us for help or information, volunteer for us, if you make a donation, or if you register to receive communications from us.

### What type of information is collected from you?

The personal information we collect might include your name, address, date of birth, contact telephone number and email address.

### How is your information used?

The purposes for which we use your information may depend on the relationship you have with Age UK Buckinghamshire. We may use your information for a number of different purposes, which may include:

- providing you with the services, products or information you asked for.
- carrying out our obligations under any contracts entered into between you and us;
- keeping a record of your relationship with us;
- administering your donation or support your fundraising, including processing Gift Aid;
- responding to or fulfil any requests, complaints or queries you make to us;
- analysing the number and type of people who have used our services to demonstrate our impact and apply for funding
- seeking your views or comments on the services we provide;
- notifying you of changes to our services;
- sending you communications which you have requested and that may be of interest to you. These may include information about campaigns, fundraising appeals and activities and promotions of goods and services;

- communicating with you about the fundraising events you have signed-up for to help us raise important funds for our charitable work.
- checking donations for the purposes of prevention of fraud or other crime;

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us.

### **Who has access to your information?**

It may be necessary to pass your information to a third party in order to process or access a service, for example with a Local Authority departments, or to complete a procedure such as Gift Aid when you make a donation, but we will only share the personal information necessary to deliver the service involved.

If you have used our services, we may on occasion share basic demographic and service information with Age UK the national charity, local authorities or Trust funders so they can help us monitor and ultimately improve the services we provide. The information we share will not include your name or your contact details, unless you give us your consent to do so for a specific purpose, such as sharing your story. When we do share this information, we do so under the lawful basis of legitimate interest.

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Agents working on our behalf:** We may pass your information to our third-party commercial agents (e.g., Housekeeping, Gardening) when you have requested that they provide a service to you on our behalf.

### **Security of Information**

All information sent to a third party electronically (e.g., a Home Services Agent) will be password encrypted.

Your information will be kept in a locked cupboard or drawer or on our secure cloud network.

### **How you can access and update your information**

The accuracy of your information is important to us. if you change email address, or any of the other information we hold is inaccurate or out of date, please contact us.

### **Data Subject Access Request (SAR).**

Age UK Buckinghamshire will comply with any SAR requests that are made, at no charge to the individual making the request. The Chief Executive Officer is responsible for ensuring that the request is fulfilled. Please refer to Age UK Buckinghamshire's Subject Access Request Policy for further details.