

Age UK Calderdale and Kirklees Organisational Privacy Notice

This Privacy Notice applies to Age UK Calderdale and Kirklees and its trading and other associated companies (together "Age UK Calderdale and Kirklees Group").

Age UK Calderdale and Kirklees Group are committed to protecting and respecting your privacy and security. Whenever you provide us with your personal information, we will treat that information in accordance with this notice, our terms and conditions and General Data Protection Regulation (GDPR). By using any services we offer, you are agreeing to be bound by this notice.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

This notice may change from time to time, so please check our website periodically.

Age UK Calderdale and Kirklees is a registered charity (number 1102020) and company limited by guarantee (number 5013745). The registered address is 4-6 Woolshops, Halifax HX1 2RJ.

General Data protection

We will not share your data with a third party we work with unless we have obtained your specific consent. We will inform you (before collecting your data) if we intend to share your data with any third party. You can exercise your right to prevent such processing by ticking or not ticking where applicable on our documentation. You can also exercise your right to ask us to stop processing your data in this way at any time by contacting us at enquiries@ageukck.org.uk. Data will be held for a period of five years unless otherwise stated or dictated by legislation.

Age UK Calderdale and Kirklees and its trading company are registered as a Data Controller with the Information Commissioner. Age UK Calderdale and Kirklees is the Data Controller for the purposes of collecting your information. If you do not wish to continue receiving information from us or carefully selected third parties please email or write to us using the contact details at the end of this notice.

1. What personal information is collected from you?

We collect various personal details which may include your name, address, contact details, IP address, and information regarding what needs we can assist you with. If you make a donation online or purchase a product from us, your card information is collected by our partner organisations Virgin Money Giving, Local giving or Barclays Merchant Services, but is not held by us. If you supply such information we are legally bound by the General Data Protection Regulation (GDPR).

2. How your information is used?

We may use this information in the following ways:

- process orders submitted by you;
- to carry out our obligations arising from any contracts entered into by you and us;
- verify your identity;
- seek your views or comments on the services we provide;

- notify you of changes to our services;
 - improve our services or marketing purposes;
 - send you communications which you have requested and that may be of interest to you.
- These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services.

3. Who has access to your information?

We are committed to protecting the personal data of our supporters, customers and members. Any details you give us will be held in accordance with the General Data Protection Regulation (GDPR). Age UK Calderdale and Kirklees group is the sole owner of the information collected. We will not sell, share, or rent this information to third parties, unless we have your explicit permission to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime. Where you have given us permission we may contact you about other services and products or pass your details to similar organisations.

4. How you can access, update or delete your information?

The accuracy of your information is important to us. If you change any personal details or any other information we hold is inaccurate or out of date, please contact us at enquires@ageukck.org.uk. You have the right to ask for a copy of the information that Age UK Calderdale and Kirklees Group holds about you and this will be provided free of charge. If you do not want to continue receiving information from us, please contact us to unsubscribe (contact details are at the bottom of the notice).

5. Security precautions in place to protect the loss, misuse or alteration of your information.

Our aim is not to be intrusive, and we won't ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous measures and procedures to make sure it cannot be seen, accessed or disclosed to anyone who shouldn't see it.

We have an information governance framework that includes Data Protection and Privacy Policies. These define our commitments and responsibilities to your privacy and cover arrange of information and technology security areas.

All paper documentation that contains personal information will be securely held in a locked filing cabinet that only relevant staff have access to. We will not keep your information longer than it is needed or where the law states how long this should be kept. We will dispose of or delete any electronic personal information in a secure and confidential way.

6. Contact us.

If at any time you would like to contact us with your views about our privacy practices, or with any enquiry relating to your personal information, you can do so through the "contact us" link on our web site or by e-mail to enquiries@ageukck.org.uk.

7. Complaints.

The Age UK Calderdale & Kirklees Group strives to meet our clients' expectations on all occasions. If we fail to do so please forward details to enquiries@ageukck.org.uk and we will endeavour to resolve any issues as per our Complaints Policy.

Contact details:

Age UK Calderdale & Kirklees

4-6 Square

Woolshops

Halifax

HX1 1RJ

enquiries@ageukck.org.uk

www.ageuk.org.uk/calderdaleandkirklees

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www.aubcalderdaleandkirklees.co.uk – directory of trusted traders