

## Good Neighbours Scheme and Telefriends Befriending Services

### SCHEDULE OF INFORMATION RETAINED AND PROCESSED FOR Good Neighbours Scheme and Telefriends Befriending Services at Age UK Camden.

Please be advised that this table represents the information that AUC may retain in relation to your data. It also details when this information will be securely destroyed.

Please note that the organisation may keep basic anonymised information beyond the retention period for statistical reporting.

Information gathered and retained	Purpose for processing	Legal basis for procession	Assessment of data subjects interests	Organisations that this information may be shared with and reason why (Please name the individual organisations)	Duration of retention
Personal identifiers e.g. name, CLOG reference number	To build a casefile of client on Charity Log. CLOG number is automatically generated when you create a casefile for a client.	Necessary for the performance of a contract o which the data subject is a party.  Necessary for the legitimate interests of the organisation.	Impact on data subjects rights and freedoms is very low.  Processing is in data subjects interest.	Adult Social Care in the case of making a referral on behalf of client to a social worker or occupational therapist, raising a safeguarding concern, trying to locate a client who has gone missing. Local Age UK when making a referral on behalf of client to see an Advice Worker/counsell or/computer classes. Local Hospitals if trying to locate client CLOG numbers never leave Age UK Camden	7 years after client becomes inactive on Charity log
Address	To build a casefile of client on Charity Log. To be able to contact client with written correspondence.	As above	As above	Adult Social Care in the case of making a referral on behalf of client to a social worker or occupational therapist, raising a safeguarding concern, trying to locate a client who has gone	7 years after client becomes inactive on Charity log

				missing. Local Age UK when making a referral on behalf of client to see an Advice Worker/counsellor/computer Classes (see attached list)	
Home and mobile telephone numbers	To build a casefile of client on Charity Log. To be able to contact client by telephone.	As above	As above	Adult Social Care in the case of making a referral on behalf of client to a social worker or occupational therapist, raising a safeguarding concern, trying to locate a client who has gone missing. Local Age UK when making a referral on behalf of client to see an Advice Worker/counsellor/computer classes	7 years after client becomes inactive on Charity log
Email address	To build a casefile of client on Charity Log. To be able to contact client by email. To email clients an update.	As above	As above	Email addresses never leave Age UK Camden	7 years after client becomes inactive on Charity log
Religious group	To build a casefile of client on Charity Log. To meet the criteria for funders and to reflect that NW3 GNS is sufficiently meeting the diversity of the community.	As above	As above	Religious group info never leaves Age UK Camden It is used anonymously for funders	7 years after client becomes inactive on Charity log
Ethnicity	To build a case file of client on Charity Log.	As above	As above	Ethnicity info never leaves Age UK Camden It is used	7 years after client becomes inactive on

	To meet the criteria for funders and to reflect that NW3 GNS is sufficiently meeting the diversity of the community.			anonymously for funders	Charity log
DOB and age	To build a casefile of client on Charity Log. To ensure client meets the age requirements of the Befriending Service. To meet the criteria for funders and to reflect that NW3 GNS is sufficiently meeting the age diversity of the community	As above	As above	Adult Social Care in the case of making a referral on behalf of client to a social worker or occupational therapist, raising a safeguarding concern, trying to locate a client who has gone missing. Local Age UK when making a referral on behalf of client to see an Advice Worker/counsellor/computer classes Local Hospitals trying to locate client  Age/DOB info never leaves Age UK Camden It is used anonymously for funders	7 years after client becomes inactive on Charity log
Gender	To build a case file of client on Charity Log. To meet the criteria for funders and to reflect that NW3 GNS is sufficiently meeting the diversity of the community.	As above	As above	Gender info never leaves Age UK Camden It is used anonymously for funders	7 years after client becomes inactive on Charity log
Sexual Orientation	To build a case file of client on Charity Log.	As above	As above	Sexual orientation info never leaves Age UK Camden	7 years after client becomes inactive on

	To meet the criteria for funders and to reflect that NW3 GNS is sufficiently meeting the diversity of the community.			It is used anonymously for funders	Charity log
Gender Reassignment	To build a case file of client on Charity Log. To meet the criteria for funders and to reflect that NW3 GNS is sufficiently meeting the diversity of the community.	As above	As above	Gender reassignment info never leaves Age UK Camden It is used anonymously for funders	7 years after client becomes inactive on Charity log
If the client has any long-standing physical or mental illness, or disability	To build a casefile of client on Charity Log. To complete a Risk Assessment before a volunteer befriender can be placed with client	As above	As above	Medical info never leaves Age UK Camden/ODL It is used anonymously for funders	7 years after client becomes inactive on Charity log
If the client lives alone	To build a casefile of client on Charity Log.	As above	As above	Lives alone info never leaves Age UK Camden It is used anonymously for funders	7 years after client becomes inactive on Charity log
If the client is a carer	To build a casefile of client on Charity Log.	As above	As above	Is a carer info never leaves Age UK Camden It is used anonymously for funders	7 years after client becomes inactive on Charity log
Notes of contact with client	To build a casefile of client on Charity Log. To record all client interaction with the befriending service and befriender	As above	As above	Notes of contact with client info never leaves Age UK Camden Anonymous case studies are created for funding bids and for funders outcomes.	7 years after client becomes inactive on Charity log
Project	N/A	As above	As above	N/A	N/A

attendance					
Evaluation questionnaire	To build a casefile of client on Charity Log. To record the impact of the befriending service on first assessment, after six months of having a befriender, and then annually	As above	As above	Evaluation info never leaves Age UK Camden Anonymous evaluation outcomes are used for funding bids and for funders outcomes.	7 years after client becomes inactive on Charity log
Please any other information you collect: Consent given Dementia diagnosis Employed/retired? Accommodation type Main disability Next of kin Type of Housing Reason for Referral Medication taken daily Mobility issues Care package in place Any health & safety issues/risks in relation to home visiting Current social contacts Hobbies and interests Preference of potential befriender Consent Form	To build a casefile of client on Charity Log. To record any medical conditions that impact on a client's day-to-day life, which may determine what activities client and befriender can do safely. To know if client takes daily medication which may cause issues or concerns if missed To know if client is living with dementia, this helps if the client starts to show signs of memory loss, confusion, disorientation during the befrienders visits. NOK is recorded so in the case of emergencies we have someone to call regarding	As above	As above	This info never leaves Age UK Camden Anonymous info outcomes are used for funding bids and for funders outcomes.	7 years after client becomes inactive on Charity log

	<p>client.          To meet the criteria for funders and to reflect that NW3 GNS is sufficiently meeting the diversity of the community.          To know that client meets the criteria for the Befriending service          To ensure the health and safety of the visiting environment          To be able to write a short profile of client (anonymously) highlighting their hobbies and interests          To enable us to know if client has any preference re: age/gender of any potential befriender          To ensure client gives consent to being part of the Befriending Service,          consent to creating a charity log case file,          consent that they have been explained Information Governance regarding the confidentiality of their personal information being held by NW3 GNS.</p>				
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