

Community Connectors Information Schedule

SCHEDULE OF INFORMATION RETAINED AND PROCESSED FOR MEMBERS – AGE UK CAMDEN/PSIC/ODL

Please be advised that this table represents the information that AUC (and subsidiaries where applicable) 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	Organisations that this information may be shared with and reason why See Appendix for organisations that information may be shared with.	Legal basis for procession	Assessment of data subjects interests	Duration of retention
Personal identifiers e.g. name, CLOG reference number	To identify the client, Clog number used to anonymise the client when reporting to commissioners	Clog number is provided to commissioners quarterly for reporting and monitoring purposes. If clients wish for us to liaise with other organisations, including AUC subsidiary charities, they must sign an authorisation form prior to us sharing details.	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.	7 years For cases involving a complaint, 13 years
Address	To communicate appointments, inform clients of events and meetings.	Care agencies, NHS, Councils, transport services. To be able to identify the client with the organisation and therefore provide support to address their needs. To send a referral to said organisation.	As Above	As above	7 years For cases involving a complaint, 13 years
Home and mobile telephone numbers	To communicate appointments, amend arrangement/ meetings.	Care agencies, NHS, Councils, transport services. For these organisations to make contact with said client or to verify client's information.	As Above	As above	7 years For cases involving a complaint, 13 years
Email address	If preferred by client against telephone	As above	As Above	As above	7 years For cases involving a complaint, 13 years

Emergency contact name and phone number	Needed if the client cannot be contacted or needs to be contacted in cases of "force majeure." If client has requested contact is made with NOK rather than with client (e.g. liaising re apts as client has dementia and NOK would be bringing client.)	Information is available to all internal service on Charitylog. If making a referral to another organisation and their referral form requires it.	As Above	As above	7 years For cases involving a complaint, 13 years
Choice of 1 st Language	For monitoring and equal opps So we have knowledge if clients do not speak English and may need an interpreter to attend meetings In order for the advisor to best advise and support the client.	Translation agencies/ interpreter's agencies, interpreters. To request their services in supporting said client.	As Above	As above	7 years For cases involving a complaint, 13 years
GP name and surgery	To advise GPS of concerns we are aware of with clients that GPS may not. For completing paperwork with client	Other services if this is part of their referral form that we are completing	As Above	As above	7 years For cases involving a complaint, 13 years
Employment status	Helps in assessing the client For demographic information	Commissioners for statistics information, Age UK for research.	As Above	As above	7 years For cases involving a complaint, 13 years
Religious group	Equal opps and stats / audit purposes	Commissioners / funders (future bids and current) Provide demographic information	As Above	As above	7 years For cases involving a complaint,

					13 years
Ethnicity	Equal opps stats / audit purposes	Commissioners / funders (future bids and current) Provide demographic information	As Above	As above	7 years For cases involving a complaint, 13 years
DOB and age	Eligibility for our service, events and social activities. In order for the advisor to best advise and support the client.	Commissioners, funders community centres, voluntary organisations, activity providers. Provide demographic information.	As Above	As above	7 years For cases involving a complaint, 13 years
Gender	Stats / audit purposes. Helps advisors to assess eligibility for benefits.	Commissioners/ funders, care agencies or other voluntary organisations If making a referral to another organisation and completing their referral form.	As Above	As above	7 years For cases involving a complaint, 13 years
Sexual Orientation	Stats / audit purposes In order for the advisor to best advise and support the client.	Commissioners, funders, Care Agencies, other voluntary organisations. Provide demographic information. If making a referral to another organisation and completing their referral form.	As Above	As above	7 years For cases involving a complaint, 13 years
Any disabilities and medical conditions including if Dementia is diagnosed	To check eligibility for health and social care services Stats/ auditing purposes In order for the advisor to best advise and support the client.	Commissioners, funders, Care Agencies, other voluntary organisations. Provide demographic information. If making a referral to another organisation and completing their referral form.	As Above	As above	7 years For cases involving a complaint, 13 years
Details of living arrangements: number of people living there, the accommodation type	Stats/ auditing purposes In order for the advisor to best advise and support the client.	Commissioners, funders, Care Agencies, other voluntary organisations. Provide demographic information. If making a referral to another organisation and completing their referral form.	As Above	As above	7 years For cases involving a complaint, 13 years
If the client is housebound	Stats/ auditing purposes	Commissioners, funders, Care Agencies, other	As Above	As above	7 years

	<p>In order for the advisor to best advise and support the client.</p> <p>In order to work with the client</p>	<p>voluntary organisations. Provide demographic information. If making a referral to another organisation and completing their referral form.</p>			<p>For cases involving a complaint, 13 years</p>
<p>If the client is a carer</p>	<p>Stats/ auditing purpose</p> <p>In order for the advisor to best advise and support the client.</p>	<p>Commissioners, funders, Care Agencies, other voluntary organisations. Provide demographic information. If making a referral to another organisation and completing their referral form.</p>	<p>As Above</p>	<p>As above</p>	<p>7 years</p> <p>For cases involving a complaint, 13 years</p>
<p>Uploaded documents in relation to clients issue. These may include:</p> <ul style="list-style-type: none"> • Transport applications 	<p>Needed for reference purposes</p> <p>Evidence of information provided by client and evidence of information received by us</p> <p>Verification of truth of the information provided by the client.</p>	<p>Information from these may be extracted and summarised to best support the client and liaise with others involved in the client's case. These can involve: Public bodies, NHS, the Council, Care Agencies, other voluntary organisations.</p>	<p>As Above</p>	<p>As above</p>	<p>7 years</p> <p>For cases involving a complaint, 13 years</p>
<p>Notes of contact with client</p>	<p>In order to accurately record engagement with the service and provide seamless service</p>	<p>These will only be seen by staff from the organisation</p>	<p>As Above</p>	<p>As above</p>	<p>7 years</p> <p>For cases involving a complaint, 13 years</p>

APPENDIX:

<u>Organisations</u>
Abbey Community Centre
Abbey Hive Community Centre
AbilityNet
Age UK
Alzheimer's Society Website
British Museum
British Red Cross
'Call In Time' Telephone Befriending Service (Age UK)
Camden Health Walks
Camden Mediation Service
Camden/Kentish Town Good Neighbours Scheme
Castlehaven Community Social Walking Group
Chadswell Healthy Living Centre
Charlie Ratchford Centre
Dragon Hall
Fire Brigade
GoodGym
Hampstead Community Centre
Hampstead Ramblers
Holborn Befriending
Holborn Community Association
Hopscotch Asian Women's Centre
Ingestre Community Centre
Int Online Directory
Int Primerosehill Befriending Service
Intl Computer Training
Int-Shopping Service
Irish Advice Network
Irish Befriending Service
JW3 (London Jewish Cultural Centre)
Kentish Town Community Centre
Kilburn Neighbours Good Neighbours Scheme
Killick Street Health Centre- GP
Kings Cross Brunswick Centre
Kingsgate Community Centre
LBC - Accessible Transport
LBC - Adult Social Care (ASC)
LBC - Green Camden
LBC - The Camden Companion

LBC Adult Social Services
LBF Home Fire Safety
LILS London Independent Living Service
London Councils
London Irish Centre
Love Your Neighbour - North London Cares
Marchmont Community Centre
Mary Ward Adult Education Centre
Mental Health Advocacy Service
National Careers Service Camden Information Advice and Guidance
North London Cares
OCD-UK
Opening Doors London
Peckwater Centre
Places For People
Plus Bus Door-to-Door
PSIC
Queens Crescent Community Centre
ReThink
Royal Voluntary Service
ScotsCare Befriending Scheme
Seamless Relocation
Solace Women 's Aid
Somali Community Centre
St Pancras Community Centre
St Pancras Welfare Trust
St Philips Medical Centre
Step Change
Stoma Aid
Stonewall Housing
Stroke Association
Surma Community Centre
Swiss Cottage Community Centre
Swiss Cottage Leisure Centre
Telephone Provider
TfL Customers Services
The Advocacy Project
The Hampstead Wells and Camden Trust
The Pension Service
The Recovery College
The Salvation Army
The Silver Line
Training Development Service
Training Link

University College London Hospitals Mental Health Liaison Team
University of Third Age
Victim Support
Volunteer Centre Camden
Walking Groups - Bee-Midtown Guided Walks
Waterloo Action Centre
West Euston Partnership One Stop Shop
Westminster Council
Westminster Kingsway College
Wiltshire Farm Foods
Women of the World
Working Mens College
YMCA One KX