

## Resource Centres Information Schedule

### SCHEDULE OF INFORMATION RETAINED AND PROCESSED FOR MEMBERS – HCC

Please be advised that this table represents the information that AUC (and subsidiaries where applicable) may retain in relation to the services you receive from us. 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	Legal basis for processing	Assessment of data subjects interests	Duration of retention
Personal identifiers e.g. name, CLOG reference number	To identify the member, Clog number used to anonymise the client when reporting/referring members to other Age UK Camden staff/services		Necessary for the performance of a contract of 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.	
Address	To communicate appointments, inform members of events and meetings. For staff to use when visiting a member at home.		As Above	As Above	
Home and mobile telephone numbers	To communicate appointments, amend arrangements. To contact the member regarding outcome of actions post assessment. To contact clients in case of non attendance at the centre, to inform them of centre closure (i.e. bank holiday) or any details referring to the centre that need to be communicated when the member is at home.		As Above	As Above	

	If the member requires Camden transport services then they will contact the member to inform them that they are on their way to collect them.				
Email address	If preferred by client against telephone		As Above	As Above	
NOK name and phone number	Needed if the client cannot be contacted or needs to be contacted in cases of emergency. If client has requested contact is made with NOK rather than with client (e.g. liaising re information as client has dementia and NOK would be better placed to receive the information).		As Above	As Above	
Choice of 1 <sup>st</sup> Language	For monitoring and equal opps So we have knowledge if members do not speak English and may need an interpreter to attend assessment or communicate effectively within the centre.		As Above	As Above	
GP name and surgery	To assist clients with appointments and home visits that they may not be able to arrange themselves. To advise GPs of concerns we are aware of with clients that GPs may not know about.		As Above	As Above	
Religious group	Equal opps and stats / audit purposes. Also to establish whether there are any religious or cultural needs we need to be aware of when they are in the centre.		As Above	As Above	
Ethnicity	Equal opps stats / audit purposes.		As Above	As Above	
DOB and age	Needed as part of client's assessment for eligibility for our service.		As Above	As Above	
Gender	Stats / audit purposes. To make sure we have the correct ratio of male/female staff in the		As Above	As Above	

	centre to best support client's needs.				
Sexual Orientation	Stats / audit purposes In order for the centre staff to best advise and support the client.		As Above	As Above	
Any disabilities and medical conditions including <ul style="list-style-type: none"> <li>• If Dementia is diagnosed</li> <li>• If learning disability diagnosed</li> <li>• If mental health issues diagnosed</li> <li>• Sensory impairments</li> <li>• Emotional support needs</li> <li>• Hearing and speech</li> <li>• Communication issues</li> <li>• Mobility issues</li> <li>• Dietary information</li> </ul>	Stats/ auditing purposes  In order for the centre to best advise and support the client. To enable us to arrange day to day routine in the centre to best suit the member's needs. To enable us to provide the best and most suitable care/support for the member i.e. nutrition/hydration/activities.		As Above	As Above	
Details of living arrangements: number of people living there, the type accommodation	Stats/ auditing purposes  In order for the centre to be aware of what support is in place when the member is at home i.e. if they were not to attend one day, whether they would be supported at home or be alone.		As Above	As Above	
If the client is housebound	Stats/ auditing purposes In order for the centre to best arrange transport assessment/set up of transport/mobility in the centre/any equipment needed.  In order for the centre to be aware of what support is in place when the member is at home i.e. if they were not to attend on the day they were supposed to whether care would need to be arranged.		As Above	As Above	
If the client is a carer	In order for centre staff to best support the		As Above	As Above	
Uploaded documents in relation to clients issue. These may include: <ul style="list-style-type: none"> <li>• Any letters, emails or</li> </ul>	Needed for reference purposes  For staff to be kept up		As Above	As Above	

correspondence between client, professionals involved and centre staff.	to date of certain issues, i.e. GP/MHT/Social Workers/Care charges				
<p>For health and social care:</p> <ul style="list-style-type: none"> <li>• Care and support plan</li> <li>• Awards and contributions financial assessment</li> <li>• Medical summaries</li> <li>• Hospital discharge summaries</li> <li>• Care charge invoices</li> <li>• Lasting Powers of Attorney</li> <li>• Living will documentation</li> <li>• Transport application forms completed by us (taxi card/dial a ride/ plus bus)</li> <li>• Completed Taxi card applications</li> <li>• Completed Blue Badge applications</li> </ul>	<p>To give centre staff an idea of the circumstances surrounding the member.</p> <p>To inform centre staff of specific wishes of the member</p> <p>To inform centre staff of how the member's attendance is funded i.e. self funder/part funded by Adult Social Care/fully funded by Adult Social Care.</p> <p>To enable us to pass security when liaising with third party organisations</p>		As Above	As Above	
<p>For Housing issues</p> <ul style="list-style-type: none"> <li>• Tenancy agreements</li> <li>• Housing application forms / Self-assessment forms and points letters</li> <li>• Repair dockets and reference numbers</li> <li>• Rent receipts</li> <li>• Council Tax Bills</li> <li>• Repossession/eviction letters</li> </ul>	Members may wish to show some of these documents to centre staff in order for us to pass on to the relevant service to best support the member.		As Above	As Above	
Notes of contact with client	In order to accurately record engagement with the service and provide seamless service		As Above	As Above	
<p>Bank Details</p> <ul style="list-style-type: none"> <li>• Sort Code</li> <li>• Account number</li> <li>• Branch</li> </ul>	In order to set up standing orders to pay for lunches or attendance if the member is a self funder.		As Above	As Above	

**List of organisations this information may be shared with**

Camden transport services

Adult Social Care

Council

Care Agencies

NHS

Community Centres (i.e. for Christmas day services)

Translation agencies

Sheltered Housing

Pharmacies

Emergency Services

CAB

Activity Coordinators e.g. Westminster Kingsway College

Visitors to the centre (i.e. Medical Students on placement)

Schools (i.e. during intergenerational projects at the centre or at the school)

Centre volunteers