

## Information and Advice Service Schedule of Information

### 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 :	Legal basis for procession	Assessment of data subjects interests	Organisations that this information may be shared with -See Appendix reason why:	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	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.	Clog number is provided to commissioners quarterly for reporting and monitoring purposes.	7 years For cases involving a complaint, 13 years
Financial identifiers, e.g. National Insurance number	To support a client to claim their benefits. To refer to when going through verification check of some organisations.	As above	As above	To be able to identify the client with the organisation contacted and therefore provide advice and support to address their needs.	7 years For cases involving a complaint, 13 years
Address	To communicate appointments, inform clients of	As above	As above	To be able to identify the client with the organisation and therefore provide	7 years For cases involving a complaint, 13 years

	events and meetings. To use when referring to client e.g. social fund application.			advice and support to address their needs.  To send a referral to said organisation.	
Home and mobile telephone numbers	To communicate appointments, amend arrangements/ meetings. To contact the client regarding outcome of actions post advice appointments.	As above	As above	For these organisations to make contact with said client or to verify client's information.	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
NOK and LPA 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 person rather than with client	As above	As above	If making a referral to another organisation and their referral form requires it. If client has requested contact is made with person rather than with client.	7 years For cases involving a complaint, 13 years
Choice of 1 <sup>st</sup> Language	For monitoring. So we have knowledge if clients do not speak	As above	As above	Translation agencies/ interpreter's agencies, interpreters.	7 years For cases involving a complaint, 13 years

	<p>English and may need an interpreter to attend meetings</p> <p>In order for the advisor to best advise and support the client.</p>			To request their services in supporting said client.	
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. For completing paperwork with client that requires this.	As above	As above	<p>DWP forms that requires this information.</p> <p>Other services if this is part of their referral form that we are completing</p>	7 years For cases involving a complaint, 13 years
Employment status	Helps in assessing the client when undertaking Benefits check. For demographic information	As above	As above	Commissioners for statistics information, Age UK for research. DWP when supporting clients with benefits.	7 years For cases involving a complaint, 13 years
Religious group	Equal opps and stats / audit purposes	As above	As above	Commissioners / funders (future bids and current) Provide	7 years For cases involving a complaint, 13 years

				demographic information Making a referral if needed	
Ethnicity	Equal opps stats / audit purposes	As above	As above	Commissioners / funders (future bids and current) Provide demographic information Making a referral if needed	7 years For cases involving a complaint, 13 years
DOB and age	Needed as part of client's assessment for benefits claims, eligibility for our service, benefits, events and social activities.  In order for the advisor to best advise and support the client.	As above	As above	Provide demographic information. Making a referral if needed	7 years For cases involving a complaint, 13 years
Gender	Stats / audit purposes. Helps advisors to assess eligibility for benefits.	As above	As above	If making a referral to another organisation and completing their referral form.	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	As above	As above	Provide demographic information. If making a referral to another organisation and	7 years For cases involving a complaint, 13 years

	client.			completing their referral form.	
Any disabilities and medical conditions including if Dementia is diagnosed	To check eligibility for health and social care, benefits and or housing. Stats/ auditing purposes  In order for the advisor to best advise and support the client.	As above	As above	Provide demographic information. If making a referral to another organisation and completing their referral form.	7 years For cases involving a complaint, 13 years
Details of living arrangements: number of people living there, the accommodation type	Stats/ auditing purposes To check eligibility for benefits, housing, services.  In order for the advisor to best advise and support the client.	As above	As above	Provide demographic information. If making a referral to another organisation and completing their referral form.	7 years For cases involving a complaint, 13 years
If the client is housebound	Stats/ auditing purposes To check eligibility for services, benefits, housing.  In order for the advisor to best advise and support the client.	As above	As above	Provide demographic information. If making a referral to another organisation and completing their referral form.	7 years For cases involving a complaint, 13 years
If the client	Stats/	As above	As above	Provide	7 years

<p>is a carer</p>	<p>auditing purpose To check eligibility for services, benefits, care assessment .</p> <p>In order for the advisor to best advise and support the client.</p>			<p>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>Name and value of benefits client is in receipt of</p>	<p>For funding purposes and to meet funders' objectives. Stats/ auditing.</p> <p>In order for the advisor to best advise and support the client.</p>	<p>As above</p>	<p>As above</p>	<p>only when appropriate to the situation and following client consent for us to act on behalf of the client in relation to their issue.</p>	<p>7 years 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"> <li>• Any letters, emails or correspondence between client, professionals involved and advisors.</li> </ul>	<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>As above</p>	<p>As above</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.</p>	<p>7 years For cases involving a complaint, 13 years</p>

<p>For Debt:</p> <ul style="list-style-type: none"> <li>• Bank details</li> <li>• Bank statement</li> <li>• Council Tax Bills</li> <li>• Summonses</li> <li>• Rent Breakdown/ Statements</li> <li>• Creditor letters</li> <li>• Bank &amp; Credit Card Statements</li> <li>• Utility bills</li> <li>• Consumer Credit Act agreements</li> <li>• Loan Agreements</li> <li>• Standing Order forms</li> <li>• Death Certificates</li> <li>• Wage Slips</li> <li>• P45/P60</li> <li>• Self Assessment Tax forms / P800s</li> <li>• Service Charge</li> </ul>	<p>To extract relevant data to provide to creditors and /or the Court</p> <p>To be able to provide clear relevant advice based on factual information</p> <p>To enable us to provide the client with all options available to them</p> <p>To ensure we are not misleading external agencies / organisations with the information we provide</p> <p>To enable us to negotiate with third parties in the best interest of the client</p> <p>To enable us to pass security when liaising with third party</p>	<p>As above</p>	<p>As above</p>	<p>Relevant extracted information will be shared to negotiate more manageable repayments towards debt, to be able to challenge wrongdoing, interest and charges, miscalculations of benefits or overpayments ; Adult Social Care may need this information to be able to manage a client's affairs in the event the lose capacity</p>	<p>7 years For cases involving a complaint, 13 years</p>
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<ul style="list-style-type: none"> <li>• Invoices</li> <li>• Solicitor s letters</li> <li>• Creditor letters</li> <li>• Court forms and orders</li> <li>• Mortgage Agreements</li> <li>• Hospital Reports / Appointment letters</li> <li>• Parking Charge Notices</li> </ul>	<p>organisations</p>				
<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 appointment letters</li> <li>• Medical summaries</li> <li>• Hospital discharge summaries</li> <li>• Care</li> </ul>	<p>To be able to provide clear relevant advice based on factual information</p> <p>To enable us to provide the client with all options available to them</p> <p>To ensure we are not misleading external agencies / organisations with the information we provide</p> <p>To enable</p>	<p>As above</p>	<p>As above</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:</p>	<p>7 years For cases involving a complaint, 13 years</p>



<p>charge invoices</p> <ul style="list-style-type: none"> <li>• Lasting Powers of Attorney</li> <li>• Living will documentation of completed by us</li> <li>• Transport application forms completed by us (taxicard, plus bus..)</li> <li>• Medical report forms completed by us for the DVLA</li> </ul>	<p>us to pass security when liaising with third party organisations</p>				
<p>For benefits and grants:</p> <ul style="list-style-type: none"> <li>• Details of income</li> <li>• Details of Outgoings (rent, council tax, bills)</li> <li>• Pension Annuity letters</li> <li>• Private / Occupational Pension letters</li> <li>• Benefit</li> </ul>	<p>To be able to carry out accurate benefit checks to maximise a client's income or advise of a change of their circumstances</p> <p>Travel documents: to prove period abroad in the event of benefit</p>	<p>As above</p>	<p>As above</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.</p>	<p>7 years For cases involving a complaint, 13 years</p>

<p>Calculations</p> <ul style="list-style-type: none"> <li>• Value of benefits awarded including backdated amount</li> <li>• Completed benefit application forms</li> <li>• Completed private or occupational pension applications</li> <li>• Completed charity grant application forms</li> <li>• Completed Taxicard applications</li> <li>• Completed Blue Badge applications</li> <li>• Passport /Right to reside stamp</li> <li>• Marriage Certificates</li> <li>• Birth Certificates</li> </ul>	<p>stoppages</p> <p>Birth certificates / marriage certificates to apply for occupational or private pensions</p> <p>Details of income and outgoings in order to help apply for grants etc</p> <p>To be able to provide clear relevant advice based on factual information</p> <p>To enable us to provide the client with all options available to them</p> <p>To ensure we are not misleading external agencies / organisations with the information we provide</p> <p>To enable us to pass security when</p>				
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<ul style="list-style-type: none"> <li>• Appointee letters</li> <li>• Travel documents</li> </ul>	liaising with third party organisations				
For Housing issues <ul style="list-style-type: none"> <li>• Tenancy agreements</li> <li>• Housing application forms / Self-assessment forms and points letters</li> <li>• Repairs dockets and reference numbers</li> <li>• Rent receipts</li> <li>• Council Tax Bills</li> <li>• Repossession/</li> </ul>	<p>To be able to provide clear relevant advice based on factual information</p> <p>To enable us to provide the client with all options available to them</p> <p>To ensure we are not misleading external agencies / organisations with the information we provide</p> <p>To enable us to pass security when liaising with third party organisations</p>	As above	As above	Information from these may be extracted and summarised to best support the client and liaise with others involved in the client's case.	7 years For cases involving a complaint, 13 years

evict on letter s • Com plete d pape rwork re remo ving from maili ng list and calls re scam s					
Notes of contact with client	In order to accurately record engagement with the service and provide seamless service	As above	As above	These will only be seen by staff from the organisation	7 years For cases involving a complaint, 13 years

### APPENDIX:

<u>Organisations</u>	<u>Information will be shared with (tick)</u>
Abbey Community Centre	
Abbey Hive Community Centre	
AbilityNet	
ACAS - Advisory, Conciliation and Arbitration Service	
Action Fraud	
Action On Hearing Loss	
Adelaide Medical Practice	
Age UK	
Age UK - Bristol	
Age UK Charity Shop	
Age UK Advice	
Age UK Barnet	

Age UK Brent	
Age UK Chiswick	
Age UK Ealing	
Age UK East London	
Age UK Essex	
Age UK Funeral Plans	
Age UK Hackney	
Age UK Hammersmith and Fulham	
Age UK Harringey	
Age UK Harrow	
Age UK Hillingdon	
Age UK Islington	
Age UK Kensington & Chelsea At Home Service	
Age UK Kensington and Chelsea	
Age UK Lambeth	
Age UK Legal Services	
Age UK Lewisham and Southwark	
Age UK London	
Age UK London Business Directory	
Age UK London Trading (Products & Services)	
Age UK Merton	
Age UK National Advice Line	
Age UK Publications	
Age UK Surrey	
Age UK Waltham Forest	
Age UK Wandsworth	
Age UK Westminster	
AIMS (Housing Advice Information and Mediation Service)	
Alzheimer's Society Website	
Argos	
Ataxia UK	
Bar Pro Bono Unit	
Blind Aid	
Brain Research Trust	
British Gas	
British Museum	
British Red Cross	
Building Society	
CAB	
CAB - Camden	
CAB Advice Guide Help Line	
CAB Consumer Helpline	
CAB Croydon	
CAB Hertfordshire	

CAB Kentish Town	
'Call In Time' Telephone Befriending Service (Age UK)	
Camden & Islington NHS Trust - Services For Aging Mental Health	
Camden Adult Community Learning	
Camden and Islington Services Stroke Association	
Camden CAB Service	
Camden Carers Centre	
Camden Community Law Centre	
Camden Council - Community Safety	
Camden Floating Support	
Camden Food Bank	
Camden Handyperson's Service (in Conjunction with Origin Housing)	
Camden Health Walks	
Camden Housing Option/Mobility Team For Downsizing House/Flat	
Camden Mediation Service	
Camden Outreach Service	
Camden Repairs	
Camden Sheltered Housing	
Camden Society Employment Support	
Camden/Kentish Town Good Neighbours Scheme	
Care Quality Commission	
Care UK	
Careline Telecare	
Carers Allowance Unit - DWP	
Castlehaven Community Social Walking Group	
Chadswell Healthy Living Centre	
Charlie Ratchford Centre	
Circle Housing	
City Lit Information Advice & Guidance Service	
Civil Legal Advice	
Communities Into Training and Employment	
Community Advice & Support Scheme (CASS)	
Community Housing Associations	
Community Legal Advice	
Companies House	
Consumer Advice Line	
Court of Protection	
Deafblind UK	
Disability Rights UK	
Disabled Equipment Sent Overseas	
DISC, Disability In Camden	
Domestic & General	

DP Current Care Agency List	
Dragon Hall	
Dress For Success London	
DVLA Swansea	
DWP	
EDF	
Elderly Accommodation Counsel	
Enfield Council	
EON Electricity	
Financial Conduct Authority	
Fire Brigade	
Food Chain	
Foodbank - Maiden Lane Community Centre	
Friends of the Elderly	
Gas Safe Registered Engineers	
Glass Doors	
GoodGym	
Green Camden	
Gresham College	
H M Revenue & Customs	
Halifax Bank	
Hampstead Community Centre	
Hampstead Ramblers	
Haringay Adult Social Care	
Haringey CAB	
Haringey Law Centre	
HM Courts & Tribunals Service	
HMRC	
Hodge Jones & Allen Solicitors	
Holborn Befriending	
Holborn Community Association	
Holborn Medical Centre	
Homeshare, Novus, The London Carers' Centres Consortium	
Hopscotch Asian Women's Centre	
Housing Care First Stop	
ICope - Camden & Islington Foundation Trust	
Independent Age	
Independent Financial Advisors	
Ingestre Community Centre	
Int Nail Cutting Service	
Int Online Directory	
Int Plan Ahead	
Int Primerosehill Befriending Service	
International Overseas Pension Centre	

Intl Computer Training	
Int-Shopping Service	
Irish Advice Network	
Irish Befriending Service	
ISHA - Islington & Shoreditch Housing Association	
Islington Community Law Centre	
JobCentre Plus	
Jobs In Mind	
John Lewis Credit Card	
Julia Stebbing - Christmas Dinners	
JW3 (London Jewish Cultural Centre)	
Kentish Town Community Centre	
Kentish Town Health Centre	
Kilburn Neighbours Good Neighbours Scheme	
Killick Street Health Centre- GP	
Kings Cross Brunswick Centre	
Kingsgate Community Centre	
LBC - Access and Support Team	
LBC - Accessible Transport	
LBC - Adult Social Care (ASC)	
LBC - Camden Council Planning Dept.	
LBC - Council Tax	
LBC - Environmental Health	
LBC - Green Camden	
LBC - Hearing & Loss Drop In Session	
LBC - Housing Patrol	
LBC - The Camden Companion	
LBC Adult Social Services	
LBC Awards and Contributions Team	
LBC Benefits Team	
LBC Consumer Protection	
LBC Homeless Persons Unit	
LBC Housing Benefit Team	
LBC Housing Team	
LBC Leaseholder's Services	
LBC Occupational Therapist	
LBC Rents Team	
LBC Repairs	
LBC- Sensory Needs Team	
LBC Sheltered Housing Team	
LBF Home Fire Safety	
Leaseholders Advisory Service	
LILS London Independent Living Service	
London Borough of Barnet	



London Borough of Brent	
London Borough of Camden - Adult Social Care	
London Borough of Camden - Housing Support Services	
London Borough of Haringey	
London Borough of Islington	
London Borough of Lambeth	
London Borough of Lewisham	
London Borough of Southwark	
London Councils	
London Irish Centre	
Love Your Neighbour - North London Cares	
Manor Gardens Health Advocacy Project	
Marchmont Community Centre	
Mary Ward Adult Education Centre	
Mary Ward Legal Centre	
Meals and More - London Independent Living Service (LILS)	
Mediworld	
Mental Health Advocacy Service	
Mental Health Services Assessment Team At St Pancras Hospital.	
Metropolitan Police Service - Fraud Alert	
MIND	
Money Advice Service	
Money Wise	
My Living Will	
National Careers Service Camden Information Advice and Guidance	
NHS 111	
NHS Business Services Authority - Dental Issues	
NHS Chiropodist	
NHS Dental Services	
NHS Dentists	
NHS England	
North London Cares	
OCD-UK	
Office of Public Guardian	
One Housing Association	
Opening Doors London	
Origin Housing	
Osborns Solicitors	
Our Camden Practical Services	
Patient Advice and Liaison Service (PALS)	
Peckwater Centre	
Pension Advisory Service	
Pension Service	

Pension Wise	
Places For People	
Plus Bus Door-to-Door	
Pohwer Advocacy Service	
Police	
PSIC	
Queens Crescent Community Centre	
ReThink	
Rethink Mental Illness	
Royal National Institute of Blind People (RNIB)	
Royal Voluntary Service	
Sainsburys Utilities	
Samaritans (Central London)	
Santander Bank	
ScotsCare Befriending Scheme	
Seamless Relocation	
Shelter	
Solace Women 's Aid	
Somali Community Centre	
Specsavers - Hearing Aid	
Springboard Charity (Employment Advice)	
St Mungo's	
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	
Tax Help For Older People	
Telephone Provider	
TfL Customers Services	
The Advocacy Project	
The Hampstead Wells and Campden 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	