

Your Information - Your Rights



Your personal Information (Data) – What this means

Personal information (data) is any information that enables you to be personally identified. This includes information that when viewed alongside other accessible information would enable someone to identify you.

Data Controller – What that is and who that is

The data controller is the person(s) in the organisation who are responsible for ensuring all information (data) is collected, stored, managed and used appropriately. The Data Controller for Age UK Carlisle and Eden is the **Senior Management Team**.

The Legal Basis

We collect, record, and use your information (data) in compliance with current Legislation: The Data Protection Act (2018).

How we use your data

We need your **explicit consent** to use your data in the following ways:

- To ensure we can provide you with a complete service and to keep you informed of changes in Legislation or to services that may affect you, we need to keep a complete record of the information you provide.
- We may need to share relevant parts of your information to another accredited Organisation to ensure all your needs are met. Only the information relevant to the referral will be shared and only with your direct consent Please note we may share your information without consent in the below circumstances -
 1. You insist on taking an illegal or fraudulent course of action or there is suspected illegal or fraudulent activity and we are approached by a regulatory body for information.
 2. We are concerned that someone involved in a case is at risk of abuse or harm or there is a possibility of abuse or harm to others.

These disclosures will be undertaken following Age UK Carlisle and Eden's Safeguarding and Confidentiality Policies (copies available online or by request from 01228 536673).

- To maintain our standards of service delivery we regularly audit our work, when required we will appoint an accredited external auditor to report on the quality standards of the services we provide.
- In order to inform our funders that the work we do provides a positive impact for our clients, we produce regular reports. Those reports never contain any personal information, they use anonymised information only.
- There may be a **Legitimate interest** in recording or using your information when acting as a Department for Work and Pensions (DWP) Alternative Office.

We will never under any circumstances allow the use of your personal information to market or promote products or services that are offered "for profit"

Further Use of your Personal Information (Data)

We will keep your information for a period after the reason for creating the record has been dealt with and all outstanding actions are closed. We may need to retain some records for longer periods because they relate to our work as an alternative office for the DWP or for other legal reasons. We will never keep dormant records for more than 7 years without a legitimate recorded reason for doing so.

Your rights regarding your personal information (Data)

Unless your data is subject to an exemption under the current legislation, you have the following rights relating to your personal information (data).

- You can request a copy of all the information (data) we hold about you.
- You can request that any incorrect or out of date information we hold about you is corrected.
- You can request that your personal information (data) is deleted.
- You can withdraw all or part of your consents at any time.
- You can request a copy of your personal information (data) be passed onto another Data Controller (organisation).
- You have the right to request a restriction on the use (processing) of your personal information (data) if there is a dispute regarding our use (processing) of that information.
- You have the right to object to the use (processing) of your personal information (data).
- You have the right to lodge a complaint with the Information Commissioners Office on 0303 123 1113.

If we wish to use your personal information for a new purpose not covered by this Data Privacy Notice, we will contact you and provide you with a new Data Privacy Notice and seek your consent before your personal information (data) is used.

Help to understand or exercise your rights

If you need any help in understanding your rights with regard to the information (data) we hold about you, simply call the number below and ask to speak to one of our Data Controllers.

For Information (Data) issues call: 01228 536673

Your case progress

If you have any other queries or problems that may arise that you haven't told your caseworker about, please do not hesitate, call the Helpline, help is just a phone call away.

Age UK Carlisle and Eden Helpline call:

01228 536673

“Help is just a phone call away”



Registered with

