

## **Data protection privacy notice for clients**

This notice explains what personal data (information) we hold about you, how we collect it, how we use it and how we may share information (if appropriate) about you during your relationship with us. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

### **Who collects the information**

Age Concern Durham County trading as Age UK County Durham is a data controller and gathers and uses certain information about you.

### **Data protection principles**

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection policy.

### **About the information we collect and hold**

We collect and use your information for the purpose of providing a service to you. Using personal details such as your name, address and date of birth means we can create a secure record about the services you receive from us. We record the contact that we have with you so that staff involved with you as an individual have up to date information about you.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

### **How we collect your information**

We collect your information with your consent each time you complete a form for us. We only use this information to provide you with a service. We also collect your information when you donate to us, tell us your story, purchase our products or communicate with us. We do not sell your information to anyone else. We will also ask you whether you want us to use your information to contact you about our vital work with older people in County Durham, our fundraising, how you can support us and about other products and services.

### **Who your information is shared with**

We may also need to share some of the categories of personal information with other parties, such as local authorities, Department of Work and Pensions, auditors, your GP other external organisations as appropriate. Sometimes, information will be anonymised but this may not always be possible. We will not share your information without your consent. The recipient of the information will be bound by confidentiality obligations. However, in rare circumstances we may be required by law to disclose certain information.

### **The circumstances in which we may share your information without your consent are:**

- if it is in relation to illegal or fraudulent activity
- if we are concerned that an individual, that is involved in a case that we are advising on, is at risk of significant harm. In such cases we may notify a relevant statutory body of our concern,

- for example social services or the police
- if there is a matter of serious public safety

Such disclosures will be done following the locally agreed procedures that our staff and volunteers have been trained in.

### **Where information may be held**

Information may be held at our offices and third-party agencies, service providers, representatives and agents as described above. We have security measures in place to seek to ensure that there is appropriate security for information we hold including those measures detailed in our Data Protection policy.

### **How long we keep your information**

We keep your information during the time we are providing a service to you and afterwards for no longer than is necessary for the purposes for which the personal information is processed. Further details on this are available in our Data Protection policy.

### **Your rights to correct and access your information and to ask for it to be erased**

Please contact the Data Protection Officer who can be contacted by email on [info@ageukcountydurham.org.uk](mailto:info@ageukcountydurham.org.uk) or writing to the Chief Executive, Age UK County Durham, Houghton House, Belmont Business Park, Durham, DH1 1TW, if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our Data Protection Officer for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our Data Protection Officer will provide you with further information about the right to be forgotten, if you ask for it.

### **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### **How to complain**

We hope that our Data Protection Officer can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at [ico.org.uk/concerns/](https://ico.org.uk/concerns/) or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint