



Age UK Coventry & Warwickshire

Clients Data Privacy Notice

The privacy and security of your personal information is important to us. This privacy notice explains how and why we use your personal data, so that you can feel confident in sharing your information with us.

Who are we?

Age UK Coventry & Warwickshire AUKC&W is what is known as the Data Controller of the personal information that you provide to us. AUKC&W is a registered charity (number 1090007) and company limited by guarantee (number 4221822). The registered address is 8 Clemens Street, Leamington Spa, Warwickshire, CV31 2DL. AUKC&W can be contacted by telephoning 01926 458100 or emailing info@ageukcovwarks.org.uk

The information we gather

AUKC&W gathers your personal data (any information which identifies you, or which can be identified as relating to you personally, including name, address and email) through your contact with the organisation. We only collect the data we need.

How is your information used?

We need to use your personal data to manage your service as a client. This will include: contacting you to confirm appointments and reporting to our funders.

How do we process your personal data?

The information provided on your referral form will be recorded in **CharityLog**, a secure electronic content management system operated by Dizons Ltd (Company Reg SC340502). Dizons staff do not have access to your data unless specifically instructed by AUKC&W for technical reasons.

We may share anonymised information with third parties such as Age UK National for statistical purposes.

How long is your data held by us?

Hard copy referral forms may be kept securely and destroyed 6 years after your last contact with the organisation.

Electronic records are also held for 6 years after your last contact with the organisation and then all personal data is removed. We continue to hold your name and address and a record of the services you received from us, so that we can evidence an association with you in case of a legacy request from Age UK National.

What legal grounds do we have to process your data?

Age UK Coventry & Warwickshire has a legitimate interest allowing it to process your personal data. Without access to your personal information, we would be unable to provide a service to you or evidence our work to our funders.

What are your rights?

You have the following rights:

- to request a copy of the information we hold about you
- to request a correction to your personal information if it is found to be factually inaccurate
- to request that your data is transferred directly to another data controller

You have the following rights, but these would affect your continuation as a client with AUKC&W:

- to request a restriction on the processing of your data where there is a dispute regarding its accuracy or use
- to request that your personal data is “forgotten”, in other words, erased, if it is no longer required, or you believe it is not being processed lawfully

To exercise any of these rights, please contact us at the address above or by email, or you can make a request in person by visiting our offices during published opening hours. We will respond to your request within 30 days.

Complaints

If you have any concerns about the processing of your data, please contact the AUKC&W Data Protection Officer at the address above.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner’s Office www.ico.org.uk by telephoning 0303 123 1113.