



## **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 AUKCW is what is known as the Data Controller of the personal information that you provide to us. AUKCW 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. AUKCW can be contacted by telephoning 02476 231999 or emailing [info@ageukcovwarks.org.uk](mailto:info@ageukcovwarks.org.uk)

### **The information we gather**

AUKCW 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.

Our equal opportunities monitoring requests information on ICO "special category" data including ethnicity and religion. This data is only used for diversity and equality monitoring purposes, is anonymized and responses are voluntary

### **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?**

Data will be stored on our secure cloud-based storage systems. The information provided will be recorded in our Client Record Management System (CRM), Sales Force which is hosted by Age UK National. Some historical data will be held in our previous CRM CharityLog operated by Dizions Ltd (Company Reg SC340502) and in some instances, dependent on the service you require, we may also use Volunteero (Company Reg 12559613). All are secure electronic content management systems.

Financial data is held in our secure finance system Business Central hosted by Total Enterprise Solutions (TES)

Age UK National, TES, Dizions and Volunteero 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.

November 2024

### **Who has access to your information?**

Relevant staff and volunteers only

## **How long is your data held by us?**

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 AUKCW:

- 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 Age UK Coventry and Warwickshire Data Protection Officer tel 02034112848 or AgeUKCovWarksDPO@clinicaldpo.com

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](http://www.ico.org.uk) by telephoning 0303 123 1113.

We are registered with the ICO as Data Controller. Our ICO registration reference is ZB009849.