

Privacy Policy – Age UK Gateshead

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1. About This Policy

At Age UK Gateshead, we take your privacy seriously. This policy explains what personal information we collect, why we need it, how we use it, and how we keep it safe. We follow the law, including the UK GDPR.

2. What Information We Collect

We may collect the following:

- Your name, address, phone number, and email
- Your age, gender, and marital status
- Medical details (only if needed for your care)
- Financial info (for payments or donations)
- Work details (if you're applying for a job)

We collect this info through forms, calls, emails, visits, and trusted sources.

3. How We Use Your Information

We use your information to:

- Provide care, support, and services
- Stay in touch with you
- Handle payments and donations
- Improve what we do through surveys or feedback
- Meet legal and safety requirements
- Send updates or fundraising messages (if you agree)

4. Who We Share It With

We only share your data when needed:

- With trusted service providers (like IT or payment companies)
- If required by law
- With others only if you've agreed to it

5. Keeping Your Data Safe

We use secure systems and staff training to keep your data safe. But no system is 100% secure, so please be aware there's always some risk.

6. How Long We Keep It

We only keep your data as long as needed for legal or service reasons. Then we delete or anonymise it.

7. Your Rights

You can ask us to:

- Show you the data we hold about you
- Correct wrong or missing details
- Delete your data (in some cases)
- Stop or limit how we use your data
- Send your data to someone else
- Stop sending you marketing messages

Just contact us using the details below.

8. Links to Other Sites

Our website may link to other websites. Their privacy policies may be different, so we recommend checking them before sharing any information.

9. Contact Us

If you have questions or want to use your rights, contact:

Age UK Gateshead

Address: 215 High Street, Gateshead. NE8 1AS

Procedure to be reviewed every 3 years or sooner if necessary for legal or organisational reasons.

Date of Next Review: by 06/05/29