

## Privacy Notice Clients

### **Who are we?**

Age UK Herefordshire & Worcestershire (Age UK H&W) is a trading name of Age Concern Herefordshire & Worcestershire, a registered charity (number 1080545) and company limited by guarantee, registered in England and Wales (Number 3942023). The Registered Office is Age UK H&W, Malvern Gate, Bromwich Road, Worcester. WR2 4BN.

This privacy notice applies to Age UK H&W and other associated companies where applicable.

When individuals provide their data to Age UK H&W, we act as a Data Controller, regarding the storage and processing of any information provided to us as an organisation.

### **Data we may process**

The data we process will depend on the services you require. It will generally include personal data such as name, date of birth and contact details, and in some cases sensitive data such as medical details when necessary.

### **What does Age UK H&W do with the information?**

Age UK H&W is committed to the secure storage and processing of your personal and sensitive data as required under the Data Protection Act 2018 and General Data Protection Regulation (GDPR). The information you pass to Age UK H&W will be used to provide services which are appropriate to your needs and then stored securely. After this time your data will be securely destroyed. Your data will not be passed to any third parties without your consent and Age UK H&W will never sell your data. It may sometimes be necessary to pass your details to other suitable Age UK H&W services where you have given consent. A detailed Privacy Statement is available on request to help you clarify the way we will use your information.

Our client data, regarding sensitive and detailed information, will be held for five years after completion of the final project support. Basic data is stored for life to enable us to have evidence for legacy claims.

If you have given consent for us to keep in touch with you, the data you have provided may be used to keep you updated with news from Age UK H&W, our services and charitable activities.

You may unsubscribe or change how we communicate with you at any time. Please email our office, or call us on 01905 740950, if you wish to make any changes.

## **Procedures for Maintaining Your Rights**

Age UK H&W have procedures in place to ensure all the rights that individuals have regarding use and storage of your data are covered. This includes your right to access the data Age UK H&W hold about you. Data is available as a hard copy or electronically in an easy to read format, with an emphasis on confidentiality. You have the right to request amendments of the data held about you if the information is incorrect or incomplete.

If you are currently receiving information from Age UK H&W and no longer wish to do so, please contact our office; details are below. You also have the right to request your data is deleted.

If you require further information on how your data is used and stored, please refer to our Privacy Policy and Privacy Statement at [www.ageukhw.org.uk](http://www.ageukhw.org.uk)

## **Complaints**

If you believe your data is being dealt with incorrectly or inappropriately you have the right to complain to Age UK H&W or the Information Commissioner's Office (ICO). Please contact our office for further information.

## **Contact details**

Age UK Herefordshire & Worcestershire  
Malvern Gate  
Bromwich Road  
Worcester  
WR2 4BN  
01905 740950  
Email: [qualityassurance@ageukhw.org.uk](mailto:qualityassurance@ageukhw.org.uk)  
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