



## PRIVACY NOTICE: AGE UK ISLINGTON

### Who we are?

“We” and “us” means Age UK Islington (AUKI). We are a charity with registered charity no. 1045623 and a registered company with Company No. 3039668. We are an organisation that works to help people aged 16+ needing some support with a health or wellbeing challenge. We are registered with the Information Commissioner’s Office (ICO) who regulates information rights in the UK as Data Controller No. Z627310X.

### Your privacy matters

At AUKI, we are committed to keeping your personal data safe and secure.

This notice sets out in detail the purposes for which we process information about you, who we share it with, what rights you have in relation to that information and everything else we think it’s important for you to know.

If you have any questions about the processing of your personal information, or you would like to exercise any of your rights, please reach out to us with the details mentioned below:

Email us: [AMoll@ageukislington.org.uk](mailto:AMoll@ageukislington.org.uk)

### How we process your information:

To understand how we process your personal information and to understand your rights, please visit the relevant appendix below:

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## **Changes to this Privacy Notice**

We aim to keep this privacy notice regularly updated. This privacy notice is kept under regular review. If we make any significant changes to the way in which we process your information, we will let you know by either reaching out to you or posting a banner on the website.

This was last updated in May 2026.

## **Appendix 1: CLIENTS**

### **How and when do we collect information about you?**

We collect your personal data directly from you, when you engage with us to use or enquire about our services or if you have been referred to us by statutory bodies, social workers, voluntary sector organisations or through your GP. Our services include health and wellbeing support, information, guidance, advice, activities, social engagement and support for carers.

The information we collect includes the following: your name, contact details, details about your circumstances (including health information, and demographics), housing situation etc. During the service, you may disclose information of other individuals (e.g. Individuals you are a carer for), which would also be recorded. This information can come through various different channels such as email, Emis portals and the NHS.

### **How is the information used?**

We use this information to:

1. Effectively provide our services to you
2. Facilitate your enquiries and assist you based on your requirements
3. Address any safeguarding concerns
4. Communicate with you regarding our events and services
5. Carry out internal evaluation and monitoring

### **What is our lawful basis for processing this information?**

1. To process your information when you use our services, or when we receive a referral from a professional, we rely on legitimate interest, read with substantial public interest and conditions from the Data Protection Act 2018 (DPA).
2. Any information about any third parties that is shared with us when you use our services is processed on the basis of legitimate interest, read with substantial public interest and conditions from the DPA.
3. For any safeguarding information that we record, we rely on legitimate or vital interest, read with substantial public interest and conditions from the DPA.
4. For any surveys, we rely on your consent.

## **Who do we share your data with?**

1. We use consent to share your personal data with service providers. Each organisation acts as an individual data controller of your personal information.
2. We may share your data with local authorities and GPs when conducting statutory Carer Assessments and in other applicable circumstances.
3. Personal data is not shared with funders. Information shared with funders is shared only anonymously.
4. To comply with our duty of care and safeguarding, we may need to pass some information raising safeguarding concern with the authorities. In such circumstances, we apply vital interest and legitimate interest as our lawful basis. Data subjects' rights and other UK GDPR provisions may be restricted when concerning personal data processed in these circumstances. Exceptions and exemptions are applied on a case-by-case basis.

## **How we store your information and for how long?**

We retain the personal data of all service users for a period of in line with our retention periods. If you would like to know more about this, please contact us at the email address above.

## **Appendix 2: HUMAN RESOURCES**

(Job applicants and current and former employees, trustees, volunteers)

### **How and when do we collect information about you?**

You provide several pieces of data to us directly during the recruitment period and subsequently upon the start of your employment or engagement with AUKI. In some cases, we will collect data about you from third parties, such as employment agencies or former employers when gathering references.

### **What types of information is collected about you and who provides it?**

We keep several categories of personal data to carry out effective and efficient processes. Specifically, depending on your type of engagement with us, we may process the following types of data:

- a. personal details such as name, address, phone numbers
- b. name and contact details of your next of kin
- d. footage of the organisation events where you may appear
- e. information of any disability or other medical information you have disclosed
- f. right to work documentation, National Insurance number, bank account details
- g. information gathered via the recruitment process such as that included in a CV, cover letter or application form, references, details on your education and employment history etc
- i. information relating to your employment with us (e.g. job title, job description, salary, terms and condition of the contract, annual leave records, appraisal and performance indication, sick leave records, formal and informal proceedings involving you such as letters of concern and disciplinary, disciplinary and grievance proceedings)
- m. your biography and picture for the website (if applicable).

We may also process special categories of data which include health information, sexual orientation, race, ethnic origin. We may also process criminal records information if the role involves DBS check.

### **How is the information used?**

We are required to use your personal data for various legal and practical purposes for the administration of your contract of employment or your volunteer/ trustee agreement, without which we would be unable to employ you or engage with you. Holding your personal data enables us to meet various administrative tasks, legal obligation or contractual/agreement obligation. We process information in relation to the DBS for our safe recruitment practices.

### **What is our lawful basis for processing this information?**

We mainly use 'contractual obligation' as a lawful basis for processing personal data for employees, job applicants and freelancers. We mainly use 'legitimate interest' for trustees. We may also have legal obligation in order to process and share your data, for example we need to share salary information to HRMC or use some of your data to enrol a new employee on a pension scheme.

We may rely on our legitimate interest for processing activity such as keeping supervision and appraisal records; using your image, bio and videos/pictures of the organisations' events where you may appear on our website or marketing/fundraising materials to promote the charity.

Some special categories of personal data, such as information about health or medical conditions is processed in order to carry out employment law obligations and for health and social care obligations (such as those in relation to colleagues with disabilities and for health and safety purposes). We may also process other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief on the basis of substantial public interest for the purposes of equal opportunities monitoring.

When processing criminal records (for example, in order to perform DBS check), the organisation relies on the lawful basis of legitimate interest and additional conditions of the UK GDPR and DPA 2018.

### **Who do we share your data with?**

Personal Data in relation to your salary is shared with HRMC as part of our legal obligation. Personal Data may be shared with third parties for the following reasons:

1. For the administration of payroll, pension, HR functions (for example the online holiday booking system) and administering other employee benefits.
2. When sharing information with third parties, we have data sharing agreements, data processing agreements or contracts in place to ensure data is not compromised. These third parties implement appropriate technical and organisational measures to ensure the security of your data.

### **How long do we keep your data?**

We only keep your data for as long as we need it for, which will be at least for the duration of your

employment/engagement with us though in some cases, we will keep your data for a period of 6 years after your employment/engagement has ended. If you've applied for a vacancy but your application hasn't been successful, we will keep your data only for 12 months.

Some data retention periods are set by the law. Retention periods can vary depending on why we need your data. Please get in touch by contacting us using the details above if you want to know more about retention period.

Data is destroyed or deleted in a secure manner as soon as the retention date has passed.

### **Appendix 3: MARKETING AND FUNDRAISING**

#### **Donations:**

Your personal information is provided by you via a donation form on our website or via third party donation platforms (e.g. Localgiving). The information gathered may be name, email address, Gift Aid sign up, donation details, reasons to engage, postal address.

This information allows us to process your donation, and deal with any potential enquiry. We rely on our legitimate interest to process this data. If you agree that we can claim Gift Aid on your donations we are legally required to keep a record of the claim and your Gift Aid declaration. If you are donating using a third party, please also refer to the privacy notice published on their websites.

#### **Marketing:**

We may contact you with information about our services, events, fundraising activities and other opportunities to support or engage with Age UK Islington.

Where you have previously used our services, attended an event, made a donation, provided us information via our contact forms or otherwise engaged with us, we may send you marketing communications about similar services and activities that we believe may be of interest to you via email or text messages.

In these circumstances, we rely on our legitimate interests and the "charitable purposes soft opt-in" exemption where permitted by law. You will always have the opportunity to opt out of receiving marketing communications when we collect your details and in every subsequent communication.

Where the soft opt-in exemption does not apply, we will seek your consent before sending electronic marketing communications. We may also send marketing information by post, for which we rely on our legitimate interests.

You can change your marketing preferences or opt out at any time by using the unsubscribe link in our communications or by contacting us using the details provided in this Privacy Notice.

### **Appendix 4: COOKIES AND AI CHATBOT**

#### **Cookies**

We use cookies and similar technologies on the Islington Carers Hub website, operated by Age UK Islington. Necessary cookies are used to support essential website functionality. With your consent, we also use Google Analytics to understand how the website is used, which helps us analyse performance and improve our content and services.

You can manage your cookie preferences at any time through the Cookie Settings option on our website and may withdraw your consent or change your preferences for non-essential cookies.

### **AI Chatbot**

We may provide an AI-powered chatbot to help answer questions about our services on the website. When you use the chatbot, we process information you choose to provide to respond to enquiries, improve the service and maintain its security and operation. We rely on our legitimate interests for this processing.

Chatbot conversations may be reviewed to improve the accuracy and quality of responses. Please avoid sharing confidential or sensitive personal information when using the chatbot. The chatbot is supported by third-party technology providers acting on our behalf. We do not use chatbot interactions to make automated decisions with legal or similarly significant effects. If you prefer not to use the chatbot, you can contact us through the alternative methods (phone or email) available on our website.

## **Appendix 5: GENERAL INFORMATION (YOUR RIGHTS)**

### **Your rights as a Data Subject**

You have the following rights:

- ‘Right to be informed’, which means we will be completely clear and transparent about how we plan to use your personal information.
- ‘Right of access’, which means you can request details of the personal information we hold about you and how we use it. We will provide this within one month of receiving your request.
- ‘Right to rectification’, which means you can ask us to update or amend the personal information we hold about you, if it is incorrect.
- ‘Right to restrict processing’, which means you can ask us to change, restrict or stop the way we are using your personal information.
- ‘Right to erasure’ (or ‘right to be forgotten’), which means you can ask us to remove your personal information from our records.
- ‘Right to object’, which means you can object to us using your personal information for marketing purposes.
- ‘Right to data portability’, which means you can obtain the personal information we hold about you and reuse it for your own purposes.
- ‘Right not to be subject to automated decision making’, which means if we use systems to make a decision about you, you have the right to ask for a person to intervene, which may change the outcome.
- Right to lodge a complaint with a supervisory authority, such as the Fundraising Regulator or the Information Commissioner’s Office (ICO), if you are not satisfied with our response to a request you make to us, or you feel we are not using your information correctly.

### **International Data Transfers**

Where personal data is stored outside of the UK and the EEA, safeguards to protect personal data may include but are not limited to the UK Addendum used in conjunction with the EU Standard Contractual Clauses (SCCs), or UK International Data Transfer Agreement (IDTAs). Such safeguards will be subject to Transfer Risk Assessments (TRAs).

## **Appendix 6: COMPLAINTS PROCESS**

If you are unhappy with how we handle your personal data, you have the right to raise a complaint with us.

You can contact us via email: [AMoll@ageukislington.org.uk](mailto:AMoll@ageukislington.org.uk)

Please provide:

- Your name and contact details
- A clear description of your concern
- Any relevant dates or reference numbers

### **What Happens Next?**

1. We will acknowledge your complaint within 30 days of receiving it.
2. We will investigate your concerns.
3. We may contact you if we need further information.
4. We will respond as soon as possible and without undue delay.

Our response will explain:

- What we have found
- Whether any action has been taken
- What happens next

### **If You Are Not Satisfied**

If you remain unhappy with our response, you have the right to complain to the Information Commissioner's Office (ICO):

#### **Information Commissioner's Office**

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

### **Accessibility**

If you need this information in an alternative format, please contact us and we will make reasonable arrangements to support you.