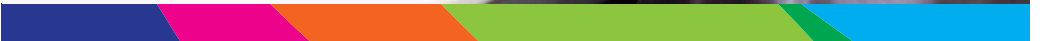


Privacy Statement



Age UK Lancashire recognises the importance of confidentiality and protecting personal information in all that we do.

This leaflet states our commitment to keeping your information safe and secure. When we ask for your personal information we will make sure that you know why we need it and that we only collect information that is relevant to your enquiry or care.

What information do we collect about you?

We only collect and use your information for the purposes of providing a service to you and to contact you about our organisations activities. Using personal details such as your name, address and date of birth means we can create a secure record about the services and care you receive from us. We record the contact that we have with you so that staff involved with your support have up-to-date and accurate information about you.

How will we use the information?

We only use your personal information to create a record of the care and services you receive from

Age UK Lancashire. We will always ask your consent to contact you about our other activities, such as fundraising, and if we need to refer your details to another organisation. We use anonymised information such as your gender, ethnicity, age and use it to monitor the way our services are delivered and to report to funders and evaluators. We will never sell your data and we promise to keep your details safe and secure. You can change your mind and ask us to stop storing your information at any time.

How secure is the information?

We take our duty to protect your personal and confidential information very seriously. All our staff have received training on Confidentiality & Information Governance and we take all reasonable steps to ensure your information is secure. Any data we hold about you is done so in accordance with General Data Protection Regulations 2018 and Age UK Lancashire's Information

Governance policy and procedures. Copies of our policies and procedures are available by request from: admin@ageuklancs.org.uk

Who will you share my information with?

Only staff who are involved in your support will have access to your records. We will never share your information with a third party without your express consent and understanding. Sometimes we may seek your consent to share your data with third parties such as: external auditors that check the quality and accuracy of our work; organisations that we are referring you to; and agencies that we are dealing with on your behalf, e.g. DWP or an energy supplier. However, in rare circumstances we may be required by law to disclose certain information without consent. There are three circumstances in which we may share your information without your consent. They are:

- if it is in relation to illegal or fraudulent activity.
- if we are concerned that an individual, that is involved in a case that we are advising on, is at risk of significant harm. In such cases we may notify a relevant statutory body of our concern, for example

social services or the police.

- if there is a matter of serious public safety.

Such disclosures will be done following the locally agreed procedures that our staff and volunteers have been trained in.

Subject Access Requests

The General Data Protection Regulations 2018 gives you the right to request a copy of the information we hold about you. We want to make sure that your personal information is up to date so you can also request that this information is amended or deleted. If you would like a copy of the information we hold about you, please email or write to us at the below address. Providing this information to you is free of charge.

We aim to comply with requests for access to personal information as quickly as possible and we will ensure we deal with requests within 30 days of receipt, unless there is a justifiable reason for a delay.

If at any time you would like to contact us with your views about our privacy practice or with any enquiry relating to your personal information, you can do so by sending us an email to: admin@ageuklancs.org.uk or telephoning us on: 0300 303 1234

Age UK Lancashire

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