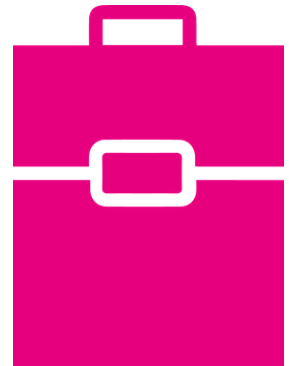




Privacy Statement



This leaflet tells you why we need some information about you and what we will do with that information. It also explains what your rights are, and how to exercise them.



What information do we collect about you?

We need to know your name and how to get in touch with you so that we can arrange to provide the services we offer with you. We may need to gather additional personal information about you and your circumstances such as living arrangements, health history and care needs, so that we can assess the right services for you.

How will we use the information?

Keeping Records

We will create a record for you on our secure system and use it to record the support we provide to you.

This will include:

- notes from our staff about the support we have provided to you , including risk assessments and any safeguarding concerns
- letters we have sent to you and you have sent to us,
- referrals and communications with your other care providers.

All records are kept for a minimum of six years after we have finished providing a service to you. After this time, a basic record will be retained as evidence that we provided a service to you previously.

Co-ordinating your care

If we will be working with other organisations to provide support to you, such as your GP, hospital consultant or the Department of Work & Pensions; we will ask you if it is OK to share your details with them. We will only share what they need to know and only if you consent to us doing so.

Safeguarding

We may have to share your information with the police or with social services if we believe that:

- your safety is at risk,
- someone else's safety is at risk, or
- a crime has been committed

Please ask us to tell you more about our safeguarding policies if you are concerned.



Accounting and administration

We will generate and keep invoices, receipts and other records of financial transactions which relate to your care so that we can keep our finances organised.

Because we provide services that support health and social care, we must keep records of our support to you; for safety and to demonstrate our professional standards. These records will be kept for 6 years after our service to you ends, as a record of events.

Impact and evaluation

We keep track of the care we provide, and outcomes for you, the customer so that we can:

- Assess where our services can be most effective
- Make sure we are being inclusive across communities and groups
- Show that our services are a worthwhile use of our funding
- Develop and improve our services

This means that we will ask you if you are happy to provide feedback on the services you have used. You can decline to do this if you would prefer not to.

Reporting to funders

Some of the services we provide are funded by external agencies, such as the NHS and local councils. As part of the agreements with these agencies, we provide an anonymised summary of service user information including but not limited to:

- Age range
- Gender
- Living arrangements
- Ethnic origin

Any information provided in these reports is completely anonymised. However, if you would prefer that your information is not used for this purpose, you can ask us to restrict this processing activity by contacting us by any means at the end of this leaflet.

Your Rights

Data protection law gives you rights over how your information is used. This section outlines your rights and tells you how they apply to Age UK Lancashire's services. You have the right to:

- be provided with more details about how your information is used

- see, or be provided with a copy of your records
- ask us to amend information which is out of date, or which you do not think is an accurate record of events.
- make a complaint if you are unhappy with the way we are using your information
- restrict or object to some uses of your information
- revoke consent for storing and processing your data where you have previously given consent

If you would like to exercise any of these rights, or find out more about them, please contact us using any means at the end of this leaflet.

Fundraising

As a charity, we can only do our work thanks to the generosity of our supporters, who donate their time and money to our cause. Your care records are never used for fundraising purposes, but if you allow us to, we can use your contact information to send you information about supporting Age UK Lancashire's fundraising. This is entirely your choice, and you can change your mind at any time.

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
West Lancashire Well Being Centre
Moorgate
Ormskirk
L39 4RY**

e admin@ageuklancs.org.uk

t 0300 303 1234

www.ageuklancs.org.uk

Registered charity number: 1142294