

## PRIVACY STATEMENT

When you request information from Age UK Lindsey, sign up to any of our services or buy things from us, Age UK Lindsey obtains information about you. This statement explains how we look after that information and what we do with it.

We have a legal duty under the General Data Protection Regulations to prevent your information falling into the wrong hands. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive.

Normally the only information we hold comes directly from you. Whenever we collect information from you, we will make it clear which information is required in order to provide you with the information, service or goods you need. You do not have to provide us with any additional information unless you choose to. We store your information securely on our computer system, we restrict access to those who have a need to know, and we train our staff in handling the information securely.

If you have signed up to another Age UK Lindsey service we will also pass your details to the professional worker providing that service. That worker may hold additional information about your participation in these activities.

We would also like to contact you in future to tell you about other services we provide, to keep you informed of what we are doing and ways in which you might like to support Age UK Lindsey. You have the right to ask us not to contact you in this way. We will always aim to provide a clear method for you to opt out. You can also contact us directly at any time to tell us not to send you any future marketing material.

Very occasionally we may carry out a joint mailing with carefully selected other organisations, in order to tell you about products and services we think you might be interested in. Again, you have the right to opt out of this.

You have the right to a copy of all the information we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). To obtain a copy write to the Data Protection Officer at Age UK Lindsey. We aim to reply as promptly as we can and, in any case, within the legal maximum of 30 days.

The General Data Protection Regulations 2018 aims to promote high standards in the handling of personal information and so protect the individual's right to privacy.

It is the policy of Age UK Lindsey that all personal data will be held in accordance with the principles and requirements of Data Protection legislation, and procedures will be in place to ensure the fair processing of data relating to individuals by data controllers.