

Privacy Statement



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

Who we are

We are Age UK Northamptonshire, whose head office is at The William and Patricia Venton Centre, York Road, Northampton, NN1 5QJ. We have activities and offices throughout Northamptonshire, but all are part of our organisation.

What information we keep and why

We only collect and use your information for the purpose of providing a service to you, or to be able to offer you further services or information. 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.

How we will contact you

If you have agreed to receive marketing and promotional information from us, we will send that out to you using your preferred contact method. We will not use the information you gave us to find out more about you.

If you wish to change how we contact you

All our materials, whether sent out by post, email or other methods, will tell you how you can stop receiving information from us.

You can stop receiving information from us at any time. To do this, you can write to us, ring us on **01604 611200** or email **access@ageuknorthants.org.uk**

Who will see your personal information

We will only share your information with people you have agreed to let see it. This might include people whose help we need to progress your case, such as the DWP or an energy supplier. We will always ask you before sharing your details and you can say no to this request.

However, in rare circumstances we may be required by law to disclose certain information without gaining 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.

We will never give your information away or sell it to anyone.

What information will be kept

We are required to keep some personal data, even after we've finished dealing with your case or after you have stopped being a supporter of our work. This may include contact details, records of who we spoke to on your behalf, any correspondence, and an outline of any steps we took or advice we gave. We will keep data for a total of six years. This is to ensure we have a record of what we did in the event of a complaint or legal claim.

We take our duty to protect your personal and confidential information very seriously. All our staff have received training on Confidentiality and Data Protection and we take all reasonable steps to ensure your information is secure. All data will be stored securely on an encrypted database with limited access to staff. No decisions will be made about you based on this data and you will not suffer any detriment or harm by having it stored on our secure systems.

We keep an overall summary of the number of people who contact us, and the types of issues people contact us about. This is aggregated data, and it is not possible to identify individual cases or people from that data.

The collection of this information will benefit clients by:

- Allowing us to identify important issues that are affecting older people in our area.
- Help us to design services and projects to address these needs.
- Focus our campaigning and public engagement.

- Ensuring we train our staff and volunteers in the areas that matter.
- Tailoring our resources to the issues that matter most to our clients.

Seeing the information we hold about you

You can ask to see a copy of all the information we hold about you and you can also request that this information is amended or deleted,

To do this you can write to us, or email us at

access@ageuknorthants.org.uk.

We aim to comply with requests for access to personal information as

quickly as possible and we will ensure we deal with requests within 1 month of receipt, unless there is a justifiable reason for delay.

If you want to complain about how we collect, store or use your data

You can contact us if you have a complaint about how we have collected, used or stored your personal data. You can write to us, email us at

access@ageuknorthants.org.uk,

or ring us on **01604 611200**. You will be put in touch with a member of the senior management team, who will oversee your complaint.

Age UK Northamptonshire

The William and Patricia Venton Centre

York Road

Northampton

NN1 5QJ

www.ageuk.org.uk/northamptonshire



Age UK Northamptonshire



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