

Service User Privacy Policy

Version 2.0

Why this policy is required
Age UK Notts Group is committed to protecting and respecting your privacy and data security
Who this policy applies to
Organisation: ☒ AUNN Group ☐ AUNN Charity Only ☐ Better Lives Locally (AULT) ☐ AUBD Ltd
Group: ☒ Staff ☒ Volunteers ☐ Contractors ☒ Others
Policy summary
• Personal data is collected only for legitimate purposes such as providing services and support • Consent will be obtained for processing sensitive data and non-essential communications • Individuals have the right to access, update, or request deletion of their personal data • Data will only be shared with third parties where consent has been given or where legally required • Information is kept securely and accessed only by authorised staff and volunteers • Personal data is retained for up to seven years unless otherwise specified • Anonymous records may be kept where consent is not provided • Individuals can withdraw consent at any time • Annual GDPR and Data Handling training is mandatory for staff and relevant volunteers • The organisation will never sell or unlawfully share personal data

Related policies:

- Archiving and Document Retention Policy
- Compliments & Complaints Procedure
- Confidentiality and Consent Policy
- Customer Care Charter
- Data Protection Policy
- Information Security Policy

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1.0 Background

- 1.1 Age UK Notts Group is committed to protecting and respecting your privacy and security. Whenever you provide us with your personal and/or sensitive information via any contact method we will treat that information in accordance with this statement, our Data Protection Policy and current UK & EU Data Protection legislation.
- 1.2 Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.
- 1.3 This policy may change from time to time, so please check this on a regular basis.

2.0 Policy Principles

- 2.1 We are committed to handling personal data lawfully, fairly, and transparently, in line with UK data protection legislation.
- 2.2 We will only collect and use personal data where there is a clear and legitimate purpose, such as delivering services, meeting legal obligations, or where consent has been given.
- 2.3 We will ensure that personal data:
 - 2.3.1 Is relevant and limited to what is necessary
 - 2.3.2 Is accurate and kept up to date
 - 2.3.3 Is kept secure
 - 2.3.4 Is retained only as long as needed and then safely disposed of
- 2.4 We respect individuals' rights, including the right to access, correct, delete, or withdraw consent for their data.
- 2.5 We will be open and transparent about how personal data is used.
- 2.6 We will never sell personal data and will only share it where consent is given or where required by law or safeguarding duties.
- 2.7 Everyone working with us shares responsibility for protecting personal data and maintaining confidentiality.

3.0 Duties and Responsibilities

- 3.1 Board of Trustees - Provides overall oversight and ensures the organisation meets its data protection obligations.
- 3.2 CEO and Senior Leadership Team (SLT) - Ensure this policy is implemented, risks are managed, and a culture of good data practice is maintained.
- 3.3 Data Protection Officer (DPO) / Lead - Oversees compliance, provides guidance, manages breaches, and acts as the main contact for data protection matters.
- 3.4 Managers and Team Leaders - Ensure teams follow this policy and report any data concerns or breaches.

- 3.5 Staff and Volunteers - Must handle personal data responsibly, maintain confidentiality, complete training, and report issues promptly.
- 3.6 Third Parties - Must comply with data protection requirements and have appropriate agreements in place.

4.0 What information we keep and why

- 4.1 We process personal data relating to our service users, customers, and supporters of our organisation. This is to enable us to offer services and products, to keep people up to date with our work and our fundraising plans.

5.0 Service Users/Customers

- 5.1 A service user is anyone who contacts our organisation to access support or a service. If you contact us, we need to keep some of your basic information so we can help you and offer appropriate services or information. This will include your contact details, a record of what you have contacted us about and any other information required to provide the help you need. This might include information to enable us to measure our performance in relation to Equality and Diversity legislation.

6.0 If you do not wish to store your information

- 6.1 You can say 'no' to a request for consent to store your information.
- 6.2 If you do that we will hold an anonymous record of our interaction for our own records, for funders etc. If we cannot store your information, this may affect our ability to provide services to you.

7.0 If you change your mind or wish to have all of your details erased

- 7.1 You can withdraw consent if you first agree but then change your mind later. For example, if we contact you about a new service and you want to stop this type of contact just let us know using the contact details.

8.0 When we will contact you

- 8.1 The legal basis for processing basic data is to deliver a service to you via a contract. Consent will be gained for other types of processing of your information. A consent form will be completed with you covering all the different consents that we require, such as consent to store

special category data e.g. health information, religious belief etc, for third party involvement, and your communication preferences.

- 8.2 We will send information to you using your preferred method of contact i.e. in writing/via email or by telephone.

9.0 Who will see your personal data?

- 9.1 Your information will only be seen by designated staff and volunteers who have signed up to our Confidentiality Policy. We will only share information about you with people when you have consented to us doing so and for the agreed purposes. For example, you may ask us to make a referral to another organisation on your behalf – we will make sure we have your permission to do that.
- 9.2 We will never give your data away or sell it to anyone.

10.0 What service data will be kept?

- 10.1 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 any of the following: your contact details, full records of your enquiry and what actions were completed as a result of this, any correspondence, consent forms and other relevant forms.

11.0 How long will we keep the data and why?

- 11.1 We will keep data “live” for a total of seven years unless a specific service requires a longer retention period which you will be made aware of.
- 11.2 This is to ensure that we have a record of our interaction in the event of a complaint or legal claim, or so we can review your record, if relevant, should you use our services again. Once the current actions have been completed data will be securely stored as an “inactive” record on an encrypted database, with limited access for staff.
- 11.3 We keep an overall summary of the number of people who contact us, and the types of issues people contact us about. It is not possible to identify individual cases or people from that data.
- 11.4 The collection of this information will benefit service users by:
- 11.4.1 Allowing us to identify important issues that are affecting older people in the City and County.
 - 11.4.2 Helping us to design services and projects to address need.
 - 11.4.3 Focusing our campaigning and public engagement.
 - 11.4.4 Ensuring we train our staff and volunteers in the areas that matter.

11.4.5 Support our future fundraising efforts.

12.0 Ensuring the accuracy of your details that we hold

- 12.1 The accuracy of your information is important to us; we will try to ensure that we hold accurate details about you. If we are helping you and your contact or other relevant details change, please let us know so that we can update our records.
- 12.2 If your last contact with us was some time ago, we will check that your details are up to date.

13.0 Seeing the information we hold about you

- 13.1 You can ask to see a copy of all the information we hold about you. To do this, simply contact us (Details in section 19.1).

14.0 If you have a complaint about how we collect, store or use your data

- 14.1 You can contact us (Details in section 19.1) We will put you in touch with a member of the senior leadership team, who will oversee your complaint.

15.0 Transferring your information outside of the United Kingdom

- 15.1 The information you provide to us may be transferred outside of the European Economic Area (EEA). For example, this may happen if any of our website servers are located in a country outside of the EEA. By giving us your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EEA in this way, we will take steps with the aim of ensuring that your privacy rights continue to be protected as outlined in this privacy policy.

16.0 Incidences where it may be necessary to breach your confidentiality and consent

- 16.1 There are certain instances where the service user/customer's right
- 16.2 to confidentiality may be limited or overridden by greater rights. These are as follows:
 - 16.2.1 The information is required to safeguard national security
 - 16.2.2 For the prevention or detection of a crime including the apprehension or prosecution of offenders
 - 16.2.3 For the assessment or collection of tax duty
 - 16.2.4 For the discharge of regulatory functions (includes health, safety and welfare of persons at work)
 - 16.2.5 To prevent serious harm to a third party

- 16.2.6 To protect the vital interests of the individual or a third party (life and death situations). In accordance with our Safeguarding Policy “the requirement to respect the right of individuals to make decisions for themselves may need to be overridden where an adult at risk is at risk of harm, abuse or neglect.”
- 16.3 In the cases of 16.2.1 to 16.2.4 requests for disclosure of information must be supported by appropriate paperwork before we will share information.

17.0 Compliance

- 17.1 This policy is designed to ensure that Age UK Notts Group complies with all relevant data protection legislation and best practice guidance. This includes, but is not limited to:
- 17.1.1 UK General Data Protection Regulation (UK GDPR).
 - 17.1.2 Data Protection Act 2018.
 - 17.1.3 Relevant Information Commissioner’s Office (ICO) guidance and codes of practice

18.0 Training and Awareness

- 18.1 All of our staff and relevant volunteers are required to complete mandatory GDPR and Data Handling training annually.
- 18.2 Induction training will include an introduction to data protection responsibilities and this policy.
- 18.3 Additional role-specific training will be provided where individuals handle sensitive or high volumes of personal data.
- 18.4 Refresher training will be provided regularly to ensure ongoing awareness of best practice and legislative updates.

19.0 Contact Us

- 19.1 If at any time you would like to contact us with your views about our privacy practices, or with any enquiry relating to your personal information, you can do so via the contact details below.
- Email: dataprotection@ageuknotts.org.uk
- Letter: Age UK Nottingham & Nottinghamshire,
The Lifestyle Centre,
16-18 Bridgeway Centre,
Nottingham,
NG2 2JD
- Phone: 0115 844 0011
- 19.2 For our full privacy policy which includes details of your rights, visit our website: www.ageuknotts.org.uk