

# Privacy policy

*Your personal information belongs to you*

This Privacy Policy applies to Age UK Redbridge, Barking & Havering and its trading and other associated companies where applicable

Age UK Redbridge, Barking & Havering Ltd is committed to protecting and respecting your privacy and security. Whenever you provide us with your personal information via our website "Site(s)", we will treat that information in accordance with this policy, our terms and conditions and current UK Data Protection legislation and Data (Use and Access) Act 2025. By using the Site and any services we offer via our Site, you are agreeing to be bound by this policy.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

This policy may change from time to time, so please check this page periodically.

Age UK Redbridge, Barking & Havering is a registered charity (number 1088435) and company limited by guarantee (number 4246504). The registered address is 4<sup>th</sup> Floor, 103 Cranbrook Road, Ilford, Essex IG1 4PU.

## Cookies

Cookies are tiny software files that are stored on a computer or mobile device when an individual visits a website. Cookies allow websites to recognise that a user on an individual computer has previously visited the site. The cookies save some information about that user for when they access the site again in the future. You can find out what cookies the Age UK Redbridge, Barking & Havering website use in the table below. Most modern web browsers will offer different ways to configure how they handle cookies. This can vary from only allowing cookies from websites that you trust to blocking all cookies by default.

Please note that switching off cookies may restrict your use of the website and/or delay or affect the way in which it operates.

For more information about the different types of cookie, visit the [About Cookies website](#).

## Data Protection

Age UK Redbridge, Barking & Havering would like to keep in touch with you to let you know about the vital work we do for older people, our products and services. By submitting your email, address and phone number(s) on our Site, you are agreeing to being contacted in these ways by Age UK Redbridge, Barking & Havering. You can unsubscribe from these communications at any time.

If you do not wish to continue receiving information from us or carefully selected third parties, please email us or telephone us using the contact details on our website.

[www.ageuk.org.uk/redbridgebarkinghavering](http://www.ageuk.org.uk/redbridgebarkinghavering)

Occasionally, we may share your data with other organisations that we work with. We will usually inform you (before collecting your data) if we intend to share your data with any third party. You can exercise your right to prevent such processing by ticking (or not ticking where applicable) certain boxes on the forms we use to collect your data. You can also exercise your right to ask us to stop processing your data in this way at any time by contacting us using the [contact details on our website](#).

Age UK Redbridge, Barking & Havering and a number of its associated companies are registered as a Data Controller with the Information Commissioner. Age UK Redbridge, Barking & Havering is the Data Controller for the purposes of collecting your information on our Site(s).

### **1. What personal information is collected from you**

We collect various personal information which may include your name, address, contact details, IP address, your date of birth, and information regarding what pages are accessed and when. If you make a donation online or purchase a product from us, your card information is collected by our partner organisation JustGiving, but is not held by us.

if you are a successful applicant to volunteer or work for us, we will ask for photographic ID to verify your identity. We may also collect your National Insurance number and information from the Disclosure and Barring Service (DBS) where appropriate.

If you supply such information we are legally bound by the Data Protection Act 2018 and the UK General Data Protection Regulation 2018 and Data (Use and Access) Act 2025.

### **2. How your information is used**

Age UK Redbridge, Barking & Havering collects, stores and uses (collectively referred to as “processes”) personal data relating to people who interact with us – this includes clients, volunteers, supporters and staff, as well as people who are referred to us by other people or organisations. We may use your personal information to:

- offer you advice and support
- provide you with any services you request from us
- process any job or volunteer applications you send to us
- process orders submitted by you
- fulfil any contracts you enter into with us
- manage and process any donations you make to us or legacies you leave us
- contact you regarding our services, events, activities or for marketing purposes
- analyse any feedback or survey responses you give us
- notify you of changes or improvements to our services
- anonymously evaluate the performance of our services
- to carry out our obligations arising from any contracts entered into by you and us
- verify your identity
- send you communications which you have requested and that may be of interest to you.

### **3. Who has access to your information**

We are committed to protecting the personal data of our supporters, customers and members. Any details you give us will be held in accordance with the Data Protection Act 2018 and Data (Use and Access) Act 2025. Age UK Redbridge, Barking & Havering (including its associated companies) is the sole owner of the information collected on this site. We will not sell, share, or rent this information to third parties, unless we have your explicit permission to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Where you have given us permission we may contact you about other services and products or pass your details to similar organisations. We use services offered by third party organisations to help us manage some functions of our charity, such as Charitylog to store your personal details and JustGiving to process donations.

If while we are supporting you we think you may benefit from the services or support another organisation provides, we may share some of your information with them. This can include other local charities, such as Citizens Advice Service, or statutory bodies, such as Social Services. We will ask for your consent to share it before we share anything, unless we are required to share the information to comply with relevant legislation or to protect your vital interests.

If you have used our services, we may on occasion share basic demographic and service information with Age UK the national charity so they can help us monitor and ultimately improve the services we provide. The information we share will not include your name or your contact details, unless you give us your consent to do so for a specific purpose, such as sharing your story. When we do share this information, we do so under the lawful basis of legitimate interest.

#### **4. Lawful processing**

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

**a) Specific Consent.** Where you have provided specific consent to us using your personal information in a certain way, such as to send you email, text and/or telephone regarding our service. Your specific consent is also used where you have agreed for us to use your personal information in case studies to promote our work. You can withdraw your consent at any time by contacting us. Please see contact us section.

**b) Performance of a contract.** Where we are entering into a contract with you or performing our obligations under it such as our Home Support Services.

**c) Legal obligation.** Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example where we are ordered by a court or regulatory authority like the Charity Commission.

**d) Vital Interests.** Where it is necessary to protect life or health (for example in the case of medical emergency suffered by an individual at one of our events) or a safeguarding issue which requires us to share your information with the emergency services.

**e) Legitimate interests** Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact your rights).

We consider our legitimate interests to be running Age UK Redbridge, Barking and Havering as a charitable organisation in pursuit of our aims and ideals. For example to:

- send postal communications which we think will be of interest to you
- send email communications about, and related to, charity's activities and events
- determine the effectiveness of our services,
- monitor who we deal with to protect the charity against fraud, money laundering and other risks
- record and monitor interactions for quality and training purposes
- better understand how people interact with our website.
- Retain records and call recordings as evidence in defence of a legal claim.

## **5. How you can access, update or delete your information**

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk) or write to us at our registered address (provided above) or call us on 020 8220 6000.

If you would like to know what information we currently hold about, you can submit a Subject Access Request to us. Your information will usually be provided to you free of charge. When you submit a request, we are required to respond to you within 30 days. Please use the contact details at the top of this policy to make a request to us.

If you do not want to continue receiving information by email from us, please follow the instructions at the bottom of the email, which will tell you how to contact us to unsubscribe.

## **6. Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it is treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected with the following software 256 Bit encryption on SSL.

When you are on a secure page, a lock icon will appear on the top of web browsers.

Non-sensitive details (your email address etc) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, Age UK Redbridge, Barking & Havering Ltd cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our Sites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

## **7. What happens when visitors link to another site?**

Our site contains links to other websites. This privacy policy applies only applies to our site, so visitors should always be aware when they are moving to another site to read the privacy statement

of any site which collects personal information. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our site.

We do not pass on any personal information about our visitors to any other site. In addition, if you linked to this Site from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site and contact the owner or operator if you have any concerns or questions.

## **8. 16 or Under**

If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide personal information to the Site. Users without this consent are not allowed to provide us with personal information.

## **9. Contact us**

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 through the [contact us](#) link on our website.

## **10. Transferring your information outside of Europe**

As part of the services offered to you through the Site, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EU 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.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

## **11 Complaints**

We welcome, and take seriously, all complaints and feedback about our work.

If you make a complaint to us, we will collect and use your information to respond to your concerns.

If you would like to make a complaint, please contact us using our email address: [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk) or telephone: 02082206000.

We will keep a record of your complaint for 7 years from the date that we deem the complaint closed.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113  
ICO website: <https://www.ico.org.uk>

## **12. Review of this statement**

All of our data protection processes, including this statement, are reviewed annually, or when we need to make amendments to reflect new services or types of support that we offer.