

Our commitment to you

We will:

- Always ask you for your consent to hold your data.
- Use your personal information for the purposes for which we collect it.
- Retain your personal information for as long as necessary including satisfying any legal, accounting or reporting requirements.
- Put in place security measures to prevent your personal information from being lost, used or accessed in an unauthorised way, altered or disclosed.
- Always ask for consent to send you information about our services, news and events.
- Never share your personal information with third parties for marketing purposes.

For more information about anything in this leaflet please contact:

Age UK Surrey
Rex House
William Road
Guildford
Surrey
GU1 4QZ

Telephone: 01483 503414

Email: enquiries@ageuksurrey.org.uk

Text: 07548 314281

Website: www.ageuk.org.uk/surrey



[facebook.com/ageuksurrey](https://www.facebook.com/ageuksurrey)



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What do we use your information for?

Age UK Surrey Privacy notice



We aim to provide you with the highest quality of service. To do this we must keep records about you and the services we provide or plan to provide to you.

Data Protection law requires us to rely on one or more lawful grounds to process your personal data. For more information about this please read our Privacy Policy, available on our website: www.ageuk.org.uk/surrey

Information we may collect

- Personal and sensitive information required for the delivery of a personalised service, such as address, date of birth, next of kin.
- Details and records on case work, Volunteers assigned and Home Helps allocated.
- Relevant information from people who assist you and know you well, such as carers and relatives.

What we may use your information for

- Sharing your data with third parties in order to deliver your service, for example: to arrange a Home Help or Gardener, make arrangements for a volunteer or member of Age UK Surrey staff to visit you.
- Sharing your information with partners or statutory bodies if appropriate to the service we are delivering to you, for example: working with Adult Social Care and Health departments when delivering joint services.
- Producing reports in an anonymised form on the number and diversity of our clients, e.g. Age UK Auditors (only upon your consent) and to help us improve the services we provide.

Your rights

Under GDPR you now have new data subject rights. Your data subject rights include:

- To see the information we hold about you.
- To ask for your information to be amended or corrected.
- To ask to have your information deleted or removed.

For more information about your data subject rights please read our Privacy Policy, available on our website: www.ageuk.org.uk/surrey/

How to request your personal information

You can make a request for the personal information we hold about you to Age UK Surrey:

- We are required to respond to you within 30 days.
- You will need to give adequate information (for example full name, address, date of birth etc).
- You will be required to provide ID before any information is released to you.

If you think any of your information is inaccurate or incorrect, please inform us as soon as possible. It is important for us to hold correct data and provide you with the best quality of service we can. If you have any questions please contact us on the details shown overleaf.

How to make a complaint

You have the right to make a complaint at any time to Age UK Surrey and the Information Commissioners Office (ICO).

If you have any questions about this Privacy Notice please contact us, details overleaf.

How to access our Privacy Policy

You can access our Privacy Policy on our website: www.ageuk.org.uk/surrey/, or by requesting a copy by telephoning: 01483 503414.
