**Privacy Notice for Age UK Wandsworth**

**– Service Users, Volunteers, Supporters,** **Employees, Workers and Contractors**

**What is the purpose of this document?**

Age UK Wandsworth (“we”, “us”, “our”) is committed to protecting the privacy and security of your personal information.

We are a data controller. This means we are responsible for deciding how we hold and use personal information about you. This notice explains to you what decisions we have taken in relation to that information.

Our contact details are as follows:

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| --- | --- |
| Address | 549 Old York Road, London, SW18 1TQ |
| Telephone | 020 8877 8940 |
| E-mail | info@ageukwandsworth.org.uk  |

This privacy notice describes how we collect and use personal information about you during and after your contact and/or working relationship with us, in accordance with the General Data Protection Regulation (GDPR). We encourage you to read this notice carefully, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

It applies to all service users, volunteers, supporters, employees, workers and contractors.

We do not have an appointed Data Protection Officer and any queries in relation to this privacy notice and how we hold and use your personal information should be directed towards Natalie de Silva, Chief Executive.

As a data controller, we are responsible for deciding how we hold and use personal information about you. This notice explains to you what decisions we have taken in relation to that information.

**Data protection principles**

In collecting and processing your personal information, we will comply with the data protection law in force at the time. This requires that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

**The kind of information we hold about you**

We will collect, store, and use a variety of categories of personal information about you, depending on the nature of your engagement with us. We may also collect, store and use “special categories” of more sensitive personal information, which includes information about your health, ethnicity and criminal record.

Personal information is information that can be used to identify you. It can include your name; contact details including postal address, email address, telephone number; date of birth and your credit/debit card details (only for specific services). We may ask for additional information such as ethnicity, emergency contact details and relevant health information if you are a service user, volunteer or member of staff at Age UK Wandsworth.

If you use our website we collect your IP address, and information regarding what pages are accessed and when.

If you make a donation online your card information is collected by our partner organisation Virgin Money Giving, but is not held by us.

**How is your personal information collected?**

We collect personal information about our service users, volunteers, supporters, employees, workers and contractors, through your use of our services, your contact with us and/or the application and recruitment process. This information is received either directly from service users, supporters and candidates or sometimes from a third party organisation, which could include an organisation making a referral or an employment agency. We may sometimes collect additional information from third parties including former employers, credit reference agencies or other background credit agencies for example, the Disclosure and Barring Service.

We may collect additional personal information in the course of our contact and relationship with you.

**How we will use your personal information**

We will only use your personal information when we have a legal basis to do so and we will hold and use your data as you would reasonably expect in accordance with your contact with us.

There are a variety of situations in which we will use the information we collect about you. These include the use we make of particularly sensitive personal information, such as information about your physical or mental health and criminal records information.

Where we use your personal information to pursue the legitimate interests of the organisation, we will only do so provided your interests and fundamental rights do not override those interests.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

We may use information about you in the following ways:

* To provide you with services, activities, goods, information or advice
* To provide information about our work
* To support your volunteering activities with us
* To administer your donation, including processing Gift Aid
* To support your fundraising
* To seek your views or comments on the services we provide
* To notify you of changes to our services
* To improve our services
* For marketing purposes
* To better understand and engage with people
* To campaign and fundraise for the benefit of older people.
* To send you information which you have requested. This may include information about campaigns, appeals, other fundraising activities, goods and services.

As part of our contractual requirements to funders of services, we also sometimes need to provide an anonymised summary of the personal data of our service users or volunteers. We never share personal data where individuals can be identified, without your prior consent.

We do not use profiling or screening techniques, however we do segment our contacts to understand your interests and preferences and so that we can send the right communications to the right people, for example members, volunteers, trustees, users of particular services.

We may also collect and retain your information if you send feedback about our services or make a complaint.

With your consent, we will occasionally contact you to let you know about the work we do with older people, or opportunities to donate, fundraise, volunteer or other forms of support. We will ask for your consent to do this when you first contact us. However, you can contact us to exercise your right to ask us to stop processing your data and/or change your communication preferences at any time.

**If you fail to provide personal information**

If you fail to provide certain information when requested, we may not be able to provide a full service to you, or be able to recruit you as a volunteer, or perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

**Change of purpose**

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

**Do we need your consent to use particularly sensitive information?**

We do not need your consent if we use your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of service, nor a condition of your contract with us that you agree to any request for consent from us.

**Why might you share my personal information with third parties?**

We may have to share your data with third parties, including third-party service providers. We require third parties to respect the security of your data and to treat it in accordance with the law.

We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

**Transferring information outside the EEA**

We may transfer the personal information we collect about you to countries outside the EEA in order to perform our contract with you, or where you have requested that we do so. These countries may not be deemed to provide the same level of protection for your personal information as provided in the General Data Protection Regulations.

However, to ensure that your personal information does receive an adequate level of protection we will take steps to ensure that your personal information is treated by those third parties in a way that is consistent with and which respects the EU laws on data protection.

**Data security**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. Details of these measures may be obtained from the Chief Executive.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

**Data retention**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

**Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

**Your rights in connection with personal information**

Under certain circumstances, the law grants you specific rights. These are summarised below. Please note that your rights may be limited and subject to restrictions in certain situations:

* **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
* **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
* **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
* **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
* **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
* **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Chief Executive.

**No fee usually required**

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

**What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

**Right to withdraw consent**

In any circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the Chief Executive. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

**Complaints to the ICO**

You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues.

Call the ICO on 0303 123 1113.

**Changes to this privacy notice**

We reserve the right to update this privacy notice at any time and the updated version will be available on our website. We may also notify you in other ways from time to time about the processing of your personal information.

**If you have any questions about this privacy notice, please contact the Chief Executive on 020 8877 8940.**