



## **Privacy Notice for Age UK Westminster**

**– Clients/Members, Volunteers, Supporters, Employees, Workers and Contractors**

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

Age UK Westminster 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:

Address: Age UK Westminster, Beethoven Centre, Third Avenue, London W10 4JL

Telephone: 0203 004 5610 (Mon–Fri, 10am-2pm)

E-mail: [enquiries@ageukwestminster.org.uk](mailto:enquiries@ageukwestminster.org.uk)

This privacy notice describes how we collect and use personal information about you during and after your 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 employees, workers and contractors, volunteers, supporters and clients/members.

We do not have an appointed Data Protection Officer and any queries in relation to how we hold and use your personal information should be directed to the appointed Information & Governance Leads at Age UK Westminster – Alberta Gutteridge, Head of Services and/ or Mehfuz Ahmed, Chief Executive Officer. If you have any questions about this privacy notice or how we handle your personal information, please contact the Information & Governance Leads.

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. Those categories are detailed in the Information Schedule attached to this notice.

We may also collect, store and use “special categories” of more sensitive personal information, which are also detailed in the Information Schedule attached to this notice.

### **How is your personal information collected?**

We collect personal information about our employees, workers and contractors, volunteers and clients through the application and recruitment, registration and telephone enquiry process, either directly from candidates or sometimes from a 3<sup>rd</sup> party organisation, employment agency or background check provider. These will be listed in the relevant Information Schedules.

We will collect additional personal information in the course of job-related activities throughout the period of you working/volunteering/accessing services with us.

### **How we will use information about you**

We will only use your personal information when the law allows us to and as detailed in the Information Schedule attached to this notice.

### **Situations in which we will use your personal information**

There are a variety of situations in which we will use the information we collect about you and these are detailed in the Information Schedule attached to this notice. The information in the Schedule includes 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 business, 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.

### **If you fail to provide personal information**

If you fail to provide certain information when requested, we may not be able to 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, volunteers and clients).

### **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 purposes, 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/care 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 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 may 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 [and other entities in the group] 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.

Any third parties with whom we might share your personal information and the basis on which we do so are detailed in the Information Schedule attached to this notice.

### **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 appointed Information & Governance Leads – Alberta Gutteridge, Head of Services or Mehfuz Ahmed, Chief Officer.

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. Details of retention periods for different aspects of your personal information are set out in the Information Schedule attached to this notice.

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 Information & Governance Leads at Age UK Westminster – Alberta Gutteridge, Head of Services and/ or Mehfuz Ahmed, Chief Executive Officer

### **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 Information & Governance Leads at Age UK Westminster – Alberta Gutteridge, Head of Services and/ or Mehfuz Ahmed, Chief Executive Officer. 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 ICO on 0303 123 1113

**Changes to this privacy notice – Copy for you to keep**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. 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** Information & Governance Leads at Age UK Westminster – Alberta Gutteridge, Head of Services and/ or Mehfuz Ahmed, Chief Executive Officer

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**Copy for you to keep:**

I acknowledge that I have received a copy of Age UK Westminster's Privacy Notice and that I have read and understood it.

Signature

.....

Name

.....

Date

.....

Contact Rules (Please note that some of these methods of communication maybe a requirement of your relationship with us): Pleases tick if it is ok to contact you via -

Telephone (inc Text)

Email

Letter

Face to Face

As well as communicating with you in regards to your relationship with the organisation we may also want to contact you with regards to organisational updates, marketing, events, members listings and fundraising opportunities.

Please select yes or no to receiving the above information.

Yes

No

Please note that if you do not select yes or no we will only contact you with regards to your specific relationship with us.

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**Changes to this privacy notice – copy to be returned to Age UK Westminster**

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