

Age UK Wigan Borough Privacy Notice



Who we are

Age UK Wigan Borough is the trading name of Age Concern Wigan Borough which is a registered charity (no 1103022) and company limited by guarantee, registered in England and Wales (no 5004789). We also operate a trading company, Age UK Wigan Borough Enterprises Ltd which is registered in England and Wales (no 3315916) and donates its net profit to Age Concern Wigan Borough.

Our head office is at 68 Market Street, Wigan WN1 1HX. We have additional offices and put on activities throughout Wigan Borough.

What information we keep and why

We process personal data relating to clients, customers, supporters, staff, volunteers and trustees of our organisation. This is to allow us to offer services, products and help and guidance to our clients and to be able to keep people up-to-date with our work and plans.

We need to keep some basic information about you to be able to help you with any advice or issues you have asked us about, and to be able to offer you services. This will include contact details, background information and a record of what you have chosen to talk to us about. This will allow us to ensure you are getting the appropriate support from us.

How we will contact you

If you have agreed to receive marketing and promotional information from us, we will send that out to you using an agreed contact method. We will not use the information you gave us to find out more about you.

If you wish to change how we contact you

All our materials, whether sent out by post, email or other method, will tell you how you can stop receiving information from us.

You can stop receiving information from us at any time. To do this, you can write to us at the address above, ring 01942 241972 or email enquiries@ageukwiganborough.org.uk.

We aim to fulfil all requests to stop sending information within five working days of receiving it.

Who will see your personal data

We will only share your information with people who have agreed with us. This may include people whose help we need to progress your case, either within Age UK

Wigan Borough or externally. We will always ask you before sharing your details. You can say no to this request.

With your agreement, we may share your details with other services within Age UK Wigan Borough or other local groups or organisations that offer services and advice to older people in our area. This will be limited to organisations offering advice or services that you have requested that we cannot offer, or that fit directly with issues you have raised with us. We will only do this if you have agreed and you can say no to this request. Such organisations may then contact you directly.

We will never give your data away or sell it to anyone.

What data will be kept

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 will include contact details, record of our discussions, records of who we have spoken to on your behalf, any correspondence and an outline of any steps we have taken or advice given. We will keep data for a total of six years. This is to ensure that we have a record of what we did in the event of a complaint or legal claim.

All data will be stored on an encrypted database, with limited access for staff. It will not be accessed except in response to a query about our actions in the case. No decisions will be made about you based on this data and you will not suffer any detriment or harm by having it stored on our secure systems.

At the end of six years, data will be removed from the database so that all details of the case are removed, unless there is a legal claim or query associated with it. However, we will keep a summary of who we have been associated with (name and address), in what capacity and for how long which will only be used to prove an association should a legacy be given to Age UK or any associated organisations.

We also keep an overall summary of the number of people who contact us and the types of issues people contact us about. This is aggregated data and it is not possible to identify individual cases or people from that data.

The collection of this information will benefit clients by:

- Allowing us to identify important issues that are affecting older people in Wigan Borough;
- Helping us to design services and projects to address need;
- Focusing our campaigning and public engagement;
- Ensuring we train our staff and volunteers in the areas that matter;
- Tailoring our resources to the issue that matter most to our clients.

Seeing the information we hold about you

You can ask to see a copy of all the information we hold about you. To do this, you can write to us at the address above, email us at enquiries@ageukwiganborough.org.uk or ring us on 01942 241972.

If you want to complain about how we collect, store or use your data

You can contact us if you have any concerns or complaints about how we have collected, used or stored your personal data. You can write to The Chief Officer at the address above, email us at enquiries@ageukwiganborough.org.uk or ring us on 01942 241972 and ask for the Chief Officer.