

## How do we use your information?

This leaflet explains:

**Why Age UK Wiltshire collects information about you and how it is used.**

**Who we may share information with**

**Your right to see your records and how we keep your records confidential**

**How to access your information and inform us of changes**

We provide many services to older people in Wiltshire & Swindon

**Information & Advice**

**Wellbeing & Living Well**

**Fitness & Friendship**

**Home from Hospital**

**Gardening Service**

For more information about anything in this leaflet please call:

**01380 727767** or visit:

**[www.ageukwiltshire.org.uk](http://www.ageukwiltshire.org.uk)**

Age UK Wiltshire, The Wool Shed, New Park St, Devizes, Wiltshire, SN10 1DY

Contact us on:

**01380 727767** or

**01722 335425**

**[enquiries@ageukwiltshire.org.uk](mailto:enquiries@ageukwiltshire.org.uk)**



## What do we use your information for?

**Client Information Handling**  
From Age UK Wiltshire



## How do we collect your information?

At Age UK Wiltshire we aim to provide you with the highest quality of service. To do this we must keep records about you and the services we have provided or plan to provide to you. These records are kept securely on our business server, secure cloud database and / or paper records locked in secure cabinets. These records may include:

- Basic details about you, such as address, date of birth, next of kin.
- Contact we have had with you such as home visits or phone calls.
- Relevant information from people who assist you and know you well, such as carers and relatives.

It is good practice for staff and volunteers who provide you with assistance to:

- Inform you what they are going to record about you.
- Offer you a copy of letters they are writing about you.
- Show you what they have recorded about you, if you ask.

They will always ask for consent to record your data and follow our policies for confidentiality at all times.

## How are your records used?

The people who help you use your records to:

- Provide a good basis for all information given to you.
- Allow you to work with those helping you
- Make sure your services are safe and effective.
- Work effectively with others providing you with services.

Others may also need to use records about you to:

- Check the quality of information and advice provided such as Age UK Auditors (only upon your consent).
- Other Age UK Wiltshire departments to pass on messages and queries.
- Help investigate any concerns or complaints you or your family have about our services.
- Age UK Wiltshire internal audits to help improve the services we provide you.

Some information will be used for statistical purposes. In these instances we take strict measures to ensure that individual clients cannot be identified.

On occasions we may use personally identifiable data when the law requires us to pass on information. This is governed in our Data Protection Policy.

## Information Requests

You have the right to confidentiality under the Data Protection Act 1998 (DPA).

You also have the right to ask for a copy of all records about you (you may have to pay a fee):

- Your request must be made in writing to Age UK Wiltshire.
- 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 anything 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 below:**

**Age UK Wiltshire, TheWool Shed,  
New Park St, Devizes, SN10 1DY  
enquiries@ageukwiltshire.org.uk  
www.ageukwiltshire.org.uk**

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Please contact us:

**01380 727767**  
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