Age UK Better Later Lives Programme
Information Protocol
Fair Processing Notice

Age UK's Better Later Lives programme has agreed to share some basic information about individuals who have used the programme to see how well our service works in providing advice to people experiencing a life event.

We hope that through studying your records and those of others receiving the service, we can make this service better for others in future. This Fair Processing Notice is relevant to people who have engaged in the programme in the Local Age UKs listed below and have given consent to data sharing.

1. Age UK Devon

2. Age UK Gloucestershire

3. Age UK North Craven (working with North Yorkshire and Darlington)

4. Age UK Sutton

The first principle of the Data Protection Act 2018 requires that the processing of data must be fair, lawful and transparent. To meet this requirement Age UK (the national charity – hereafter referred to as "Age UK National") and your local Age UK are under a duty to supply you with a Fair Processing Notice.

In a sharing context, a Fair Processing Notice should at least tell a data subject:
- The identity of the organisation who controls the data that is being shared
- Who your information is shared with
- Why your information is going to be shared

Referrals from local Age UKs

If you have received the service (Better Later Lives Programme) via your local Age UK:
- The organisation controlling the data that you have supplied is your local Age UK
- The organisation with whom your information will be shared will be:
    a) Age UK National – responsible for management of the programme and reporting to the funder https://www.ageuk.org.uk/
    b) Credit Suisse – funder of the programme www.credit-suisse.com/uk
- The reason your data is being shared with the organisations listed above in points a) to b) is to report on the programme, see how well the service works in providing advice to people experiencing a life event, as well as to improve the service for others in the future.

After receiving the service

The funder of the programme is the only partner we will be sharing your non-identifiable data with in an anonymised report format.

All members of staff employed by the funder of the programme will be bound by confidentiality clauses in their employment contracts which means that information that you provide must be held in confidence and not shared with anyone else unless:

- These organisations are legally obliged or permitted to disclose the information to another organisation or person, or;
- You or your carer provide consent to share the information

Please read the information in the table below which gives details of what we have proposed for the evaluation of this programme.	
Question	Answer
Why do you want to share information about me?	The service you receive (Better Later Lives Programme) will be delivered via your local Age UK. After you received the service, Age UK National would like to see how well the service works in providing support to people experiencing a significant life event.
Who will be using my information?	Age UK National will use your data to assess how the service is working and will analyse your results from telephone questionnaire surveys.
What information will be shared	Your non-identifiable data such as date and length of appointment with your local Age UK, which organisation you were referred from, your age, gender, ethnicity, living situation, outcomes of benefit check session, and any other services you were referred on to for further support.
Will any identifiable personal details be shared?	The funder of the project, Credit Suisse, are the only organisation with whom we will share your identifiable personal information (name, contact details and the other information you provide on the client satisfaction survey).
What happens after my data is shared?	Age UK National will use your data assess how the service is working and will analyse the data collected in order to decide upon findings and recommendations for the future. The findings will be presented in a report to be made available on Age UK National website. No information about individuals will be published.
How long will my data be stored?	Your local Age UK will retain your personal data for a minimum of 6 years. Both internal Age UK and external quality standards require I&A records to be held for a minimum of 6 years, for quality assurance purposes and as required by our insurers.

	If you would like more information on this, please email Justin.Butler@ageuk.org.uk.
Will my data be looked after safely?	Yes. Your local Age UK has signed a data sharing agreement with Age UK National which details their compliance with requirements under the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and it will observe all its obligations under the DPA and GDPR, which arise in connection with the Programme and this Agreement. Information on the processes used for managing data can be found here. https://www.ageuk.org.uk/our-impact/programmes/lbetter-later-lives
What are the potential risks for me?	The risks are that staff working at your local Age UK or Age UK National may be able to identify that you have received this service. Please note however that all staff at Age UK (both national and local) will have received relevant training and all organisations adhere to strict data handling policies (as detailed above). Age UK National have taken steps to ensure your personal data will be both minimised, anonymised and retained for no longer than necessary. Your local Age UK has signed a data sharing agreement with Age UK National which restricts the use to which they can use personal data and put obligations on them to keep it secure.
What is the difference between local and national Age UK?	Although we both operate under the same brand, Age UK national and local Age UKs are separate charities within their own rights. This is why they have been referred to separate entities within this document.