

Age UK Warm and Well Programme Information Protocol Fair Processing Notice

Age UK's Warm and Well 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 on income maximisation via benefit checks and providing information on staying warm in the home.

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.

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|---|---------------------------|
| 1. Age Cymru Swansea Bay | 10. Age UK Hertfordshire |
| 2. Age UK Bedfordshire | 11. Age UK Hillingdon |
| 3. Age UK Bromsgrove, Redditch and
Wyre Forest | 12. Age UK Isle of Wight |
| 4. Age UK County Durham | 13. Age UK Mid Mersey |
| 5. Age UK Darlington | 14. Age UK Milton Keynes |
| 6. Age UK Devon | 15. Age UK Norfolk |
| 7. Age UK Ealing | 16. Age UK Solihull |
| 8. Age UK Hereford & Localities | 17. Age UK South Lakeland |
| 9. Age UK Herefordshire &
Worcestershire | 18. Age UK Surrey |
| | 19. Age UK Wandsworth |
| | 20. Age UK Wiltshire |

The first principle of the Data Protection Act 1998 requires that personal data is processed fairly. To meet this requirement Age UK 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
- The agencies that your information is likely to be shared with
- The reason it is being shared

Referrals from local Age UKs

If you have received the service (Warm and Well 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 – responsible for management of the programme and reporting to the funder <https://www.ageuk.org.uk/>
 - b) Undisclosed energy company – funder of the programme
 - c) Consilium Research & Consultancy Ltd. – independent consultancy firm who are under taking the evaluation of the programme
<http://www.consiliumresearch.co.uk/>

d) Wavehill – independent social and economic research company commissioned by Consilium to undertake telephone interview element of the evaluation.
<http://www.wavehill.com/>

- The reason your data is being shared with the organisations listed above in points a) to d) is to report on programme, see how well the service works in providing advice on income maximisation via benefit checks and providing information on staying warm in the home, as well as to improve the service for others in the future.

After receiving the service

The funder of the programme and Consilium (the evaluation team) are the only partners we will be sharing your non-identifiable data with in an anonymised report format.

Consilium and Wavehill (the evaluation team) are the only organisations with whom we will share your identifiable personal information (name, contact details and the other information you provide on the client satisfaction survey). All completed client satisfaction surveys will be shared with Consilium and your contact details will also be shared with Wavehill if you opted in to receive follow up contact from the evaluation team.

All members of staff employed by the funder of the programme, Consilium, and Wavehill are 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
- You/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?	<p>The service you receive (Warm and Well Programme) will be delivered via your local Age UK.</p> <p>After you received the service, Age UK would like to see how well the service works in providing advice on income maximisation and providing information on keeping warm in the home.</p> <p>Consilium is undertaking an evaluation of this service to see if the support provided to you has had any impact on increasing your annual income through identify unclaimed benefits. In order to do this evaluation, we want to be able to share basic information about you with Consilium and Wavehill, who will undertake the evaluation but they will not use information provided on client satisfaction survey to contact you; without having first received your expressed consent to do so.</p>

<p>Who will be using my information?</p>	<p>Consilium, a reputable independent research organisation, will subsequently analyse your results from client satisfaction survey and telephone interview.</p>
<p>What information will be shared</p>	<p>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.</p>
<p>Will any identifiable personal details be shared?</p>	<p>Consilium and Wavehill (the evaluation team) are the only organisations with whom we will share your identifiable personal information (name, contact details and the other information you provide on the client satisfaction survey). All completed client satisfaction surveys will be shared with Consilium, but your contact details will only be used by Wavehill to contact you if you have opted in to receive follow up contact from the evaluation team.</p>
<p>What happens after my data is shared?</p>	<p>Consilium analyse the data collected in order to decide upon findings and recommendations of evaluation. The findings will be presented in a report to be made available on Age UK National website. No information about individuals will be published.</p>
<p>How long will my data be stored?</p>	<p>The information held by Consilium and Wavehill will be destroyed 6months after the publication of the final report. If you would like more information on this, email Consilium at info@consiliumresearch.co.uk and Wavehill at wavehill@wavehill.com</p> <p>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.</p>
<p>Will my data be looked after safely?</p>	<p>Yes, your information will be sent securely to Consilium and Wavehill, which work under strict rules to keep your information confidential.</p> <p>Information on Consilium's and Wavehill's data sharing policies can be found here: https://www.ageuk.org.uk/our-impact/programmes/warm-and-well/</p> <p>Your local Age UK has signed a data sharing agreement with Age UK which details their compliance with requirements under the Data Protection Act 1998 and of</p>

	<p>the EU General Data Protection Regulation (GDPR) which comes into practice on 1st May 2018.</p>
<p>What are the potential risks for me?</p>	<p>The risks are that staff working at your local Age UK or Age UK National, Consilium and Wavehill may be able to identify that you have received this service. Please note however that all staff at Age UK will have received relevant training and all organisations adhere to strict data handling policies (as detailed above). Age UK have taken steps to ensure your personal data will be both minimised, anonymised and retained for no longer than necessary.</p> <p>Your local Age UK has signed a data sharing agreement with Age UK which restricts the use to which they can use personal data and put obligations on them to keep it secure.</p> <p>Consilium and Wavehill has similar policy in place, as detailed above. Your details will never be shared with any other third parties.</p>
<p>What is the difference between local and national Age UK?</p>	<p>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.</p>