

Age UK Building Resilience Programme

Information Protocol, Fair Processing Notice

Age UK's Building Resilience 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 with the local Age UKs listed below and have given consent to data sharing.

1. Age UK Camden.
2. Age UK Coventry & Warwickshire.
3. Age UK Devon.
4. Age UK Northamptonshire (working with Age UK Milton Keynes).
5. Age UK Portsmouth.
6. Age UK Sheffield.
7. Age UK South Lakeland.
8. Age UK Wiltshire.

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;
- with whom your information is shared; and
- why your information is going to be shared.

Referrals from local Age UKs

If you have received the service (Building Resilience Programme) via your local Age UK:

- The organisation controlling the data that you have supplied is your local Age UK.
- The organisations with whom your information will be shared will be:
 - a) Age UK National (www.ageuk.org.uk) – responsible for management of the programme and reporting to the funder.
 - b) M&G Corporate Services Limited (www.mandg.co.uk) – the funder of the programme.

The reason your data is being shared with the organisations listed above in points a) and 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 and we will share it 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 (Building Resilience Programme) will be delivered by your local Age UK. After you have 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 date of birth, gender, ethnicity, living situation, outcomes of any benefit check session, the issues you wanted help with and any other services you were referred on to for further support.
Will any identifiable personal details be shared?	<p>If you agree to share your story (become a case study) then, with your consent, your name and contact details will be shared with Age UK National, along with the story of what help you asked for and the support your local Age UK gave you. This is so that they can contact you about the use of your story.</p> <p>No identifiable personal details will be shared with the funder of the project, M&G Corporate Services Limited.</p>
What happens after my data is shared?	Age UK National will use your data to assess how the service is working and will analyse the data collected to decide upon findings and recommendations for the future. The findings will be presented in a report to the funder. No identifiable 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 six years. Both internal Age UK and external quality standards require information and advice records to be held for a minimum of six 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 .

<p>Will my data be looked after safely?</p>	<p>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 at: www.ageuk.org.uk/ourimpact/programmes/building-resilience</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 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.</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 we have referred to them as separate entities within this document.</p>