

Age UK Scams Prevention and Victim Support Programme Information Protocol Fair Processing Notice

Age UK's Scams Prevention and Victim Support programme has agreed to share some basic information about individuals who have used the programme to see how well our service works in raising awareness of scams, increasing confidence and reducing the chance of older people becoming repeat victims.

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 used the scheme in Barnet, Enfield, Waltham Forest, Lewisham, Southwark and Richmond and have consented to data sharing.

The General Data Protection Regulation (GDPR) sets out seven key principles to ensure that that personal data is processed fairly. These are followed alongside the updated Data Protection Act 2018 (DPA). These include:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality (security)
- Accountability

To meet these requirements 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
- 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 Scams Prevention and Victim Support service 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 – responsible for management of the programme and reporting to the funder <https://www.ageuk.org.uk/>
 - b) City Bridge Trust - funder for the programme <https://www.citybridgetrust.org.uk/about-us/>
 - c) Action Fraud - partner for the programme <https://www.actionfraud.police.uk/>

- d) Brightpurpose - independent consultancy firm who are undertaking the evaluation of the programme <http://www.brightpurpose.co.uk/who-we-are/>
- The reason your data is being shared with the organisations listed above in points a) to d) is to report on the programme, see how well the service works in raising awareness of scams, increasing confidence and reducing the chance of older people becoming repeat victims, as well as to improve the service for others in the future.

Referrals from Action Fraud

If you have contacted Action Fraud and have consented to receive the Scams Prevention and Victim Support service from your local Age UK, your personal data will be shared with Age UK National, who will pass your data to your local Age UK in order that they can support you effectively.

- The organisation controlling the data that you have supplied is Action Fraud (partner for the programme <https://www.actionfraud.police.uk/>)
- The organisations 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) Your local Age UK – responsible for delivery of the programme (depending on your address, either Age UK Barnet, Age UK Enfield, Age UK Waltham Forest, Age UK Lewisham & Southwark and Age UK Richmond)
 - c) City Bridge Trust - funder for the programme <https://www.citybridgetrust.org.uk/about-us/>
 - d) Brightpurpose - independent consultancy firm who are undertaking the evaluation of the programme <http://www.brightpurpose.co.uk/who-we-are/>
- The reason your data is being shared with Age UK National and subsequently your local Age UK (points a) and b)) is so you can be supported and advised how to avoid scams in the future.
- The reason your data is being shared with the organisations listed in points c) and d) is to report on the programme, see how well the service works in raising awareness of scams, increasing confidence and reducing the chance of older people becoming repeat victims, as well as to improve the service for others in the future.

After receiving the service

The City Bridge Trust (the funder), Action Fraud (project partner) and Brightpurpose (the evaluation team) are the only partners we will be sharing your non-identifiable data with, in an anonymised report format.

Brightpurpose (the evaluation team) is the only organisation with whom we will share your identifiable personal information (name, contact details and the other information you provide on the feedback questionnaire). All completed feedback questionnaires will be shared with Brightpurpose but **your contact details will only be shared if you have**

opted in to provide these details in order to receive follow up contact from the evaluation team.

All members of staff employed by the City Bridge Trust, Action Fraud and Brightpurpose 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>If you have been referred from Action Fraud and have consented to receive the Scams Prevention and Support service, your information will be shared with Age UK National and your local Age UK in order that you can be supported and advised how to avoid scams in the future.</p> <p>After you have received the service, Age UK National would like to see how well the service works in supporting victims of scams and increasing awareness. Brightpurpose is undertaking an evaluation of this service to see if it leads to increased awareness and confidence around scams and a reduction in repeat victims. In order to do this evaluation, we want to be able to share some basic information about you with Brightpurpose, who will undertake the evaluation but we will not disclose your name and address; without having first received your express consent to do so.</p>
Who will be using my information?	Brightpurpose, a reputable independent research organisation, will subsequently analyse your anonymised information.
What information will be shared?	<p>Your non-identifiable data such as date and length of visit, which organisation you were referred from, your age, gender, ethnicity, living situation, support network, health conditions, scam history, money being sent and details of support received.</p> <p>If you have contacted Action Fraud and consented to receive this service in addition to the non-identifiable data listed above (age, living situation, support network, health conditions, scam history and money being sent) your personal data such as your name, address, postcode will be securely shared with Age UK National who will pass this data to your local Age UK so they can support you effectively.</p>
Will any identifiable personal details be shared?	Brightpurpose (the evaluation team) is the only organisation with whom we will share your identifiable personal information (name, contact details and the other information you provide on the

	<p>feedback questionnaire). All completed feedback questionnaires will be shared with Brightpurpose but your contact details will only be shared if you have opted in to provide these details in order to receive follow up contact from the evaluation team</p>
What happens after my data is shared?	<p>Brightpurpose will analyse the data collected in order to decide upon the findings and recommendations of evaluation. The findings will be presented in a report to be made available on Age UK National, Action Fraud and City Bridge Trust's websites. No information about individuals will be published.</p>
How long will my data be stored?	<p>The information held by Brightpurpose will be destroyed two years after publication of the final report. If you would like more information on this email: informationmanagement@brightpurpose.co.uk 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 have agreed to provide a case study your consent is valid for three years, after which time your personal details and story will be securely deleted.</p>
Will my data be looked after safely?	<p>Yes. Your information will be sent securely to Brightpurpose and/or Action Fraud, which work under strict rules to keep your information confidential. Information on Brightpurpose's data sharing policy can be found here: http://brightpurpose.co.uk/chartertext Information about Action Fraud's policies can be found here https://www.actionfraud.police.uk/information_charter If you have been referred from Action Fraud your personal data will be sent to your local Age UK via a secure data sharing platform. Your local Age UK has signed a data sharing agreement with Age UK which details their compliance with requirements under the Data Protection Act 2018 and of the General Data Protection Regulation EU 2016/679 ("GDPR") which came into practice on 25th May 2018.</p>
What are the potential risks for me?	<p>The risks are that people working at Action Fraud, staff working at your local Age UK or Age UK National and Brightpurpose 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. Your local Age UK has signed a data sharing agreement with Age UK National which restricts the use to which they can put personal data and put obligations on them to keep it secure.</p>



	Both Action Fraud and Brightpurpose have similar policies in place, as detailed above. Your details will never be shared with any other third parties.
What's 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 as separate entities within this paperwork.