

## **Age UK No Place like Home Programme Information Protocol Fair Processing Notice**

Age UK's No Place like Home 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 who are homeless or at risk of homelessness and would benefit from advice on their housing options, aids and adaptations and income maximisation.

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 Carlisle & Eden
2. Age UK Sheffield
3. Age UK Shropshire, Telford & Wrekin
4. Age UK South Lakeland

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 (No Place like Home 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) Santander Bank – funder of the programme <https://www.santander.co.uk/>
  - c) Imogen Blood & Associate Ltd. – the independent evaluator of the programme
- The reason your data is being shared with the organisations listed above in points a) to c) is to report on the programme, see how well the service works in providing housing advice to people, 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

<b>Please read the information in the table below which gives details of what we have proposed for the evaluation of this programme.</b>	
<b>Question</b>	<b>Answer</b>
Why do you want to share information about me?	The service you receive (No Place like Home 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 advice and support around housing options, aid and adaptations and income maximisation.
Who will be using my information?	Age UK National will use your data to assess how the service is working. The data will tell us the type of advice you received and the resulting outcome.
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, living situation and outcomes of benefit check session.
Will any identifiable personal details be shared?	All data will use a reference number instead of your name, and you will not be identifiable.  You will only be identifiable if you have signed an explicit consent form agreeing to be contacted by, Imogen Blood & Associates, the independent evaluator to discuss your experience of being supported through the programme. If you sign the explicit consent form, your name and contact details will be shared.
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 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?	<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&amp;A records to be held for a minimum of 6 years, for quality assurance purposes and as required by our insurers.</p> <p>If you would like more information on this, please email <a href="mailto:Emma.Howes@ageuk.org.uk">Emma.Howes@ageuk.org.uk</a></p>
Will my data be looked after safely?	Yes. Your local Age UK has signed a data sharing agreement with Age UK National which details Age UK National's 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.
What are the potential risks for me?	<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.</p> <p>Your local Age UK has signed a data sharing agreement with Age UK National which restricts the use to which Age UK National can use personal data and put obligations on them to keep it secure.</p>
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.