

PRIVACY NOTICE – CLIENTS, VOLUNTEERS, DONORS, FUNDRAISING

1. Introduction

At Age Connects Cardiff and the Vale we are fully committed to the General Data Protection Regulation (GDPR) and we take your privacy seriously. This Privacy Notice explains how and why we collect your data (information), how we will use it, store it and dispose of it.

We will also explain the limited ways in which we share your information, but be rest assured we will always keep it safe. This data belongs to you and at any time you can ask for your data to be removed from our systems unless we are legally obliged to retain it, please see list below.

2. The lawful basis on which your data can be used

We collect and use data (information) under the following lawful bases established by GDPR.

- **Legitimate Interests:** The processing involves using your data in ways you would reasonably expect, and which have a minimal privacy impact.
- **Legal Obligation:** The process is necessary for us to comply with the law.
- **Performance of a Contract:** When we are entering into a contract when performing our obligations to you such as referring to partner organisations (businesses such as solicitors and companies providing products and services that you requested to purchase or providing a service commissioned by a statutory body such as the Home First Support Service
- **Vital Interests:** Where it is necessary to protect life or health or a safeguarding issue which requires us to share your information emergency / public service

3. How Age Connects Cardiff and the Vale collects data

Data may be collected over the phone, via the internet or in person. The data that is collected will depend on how you contacted us, the reason you contacted us and what you want us to do for you. People contact us to:

- Fundraise or to donate.
- Become a volunteer.
- Access information and to be referred or signposted onto another agency.
- Access the Charity's website.
- Receive one of our services.
- Purchase products.

- Be referred to a solicitor on our Will Making Scheme.
- Keep in touch with what Age Connects does through Life Times and other general correspondence.

4. What data is collected

We only collect data that is relevant to the nature of the enquiry, or in some cases data that is required for monitoring purposes and to enable us to deliver services that we have external funding for. In general, it will be your contact details and if we are delivering a service or you are volunteering for us we may need to collect additional information such as health, the care and treatment you require from us, disabilities, next of kin details, financial information if we are helping you complete benefit applications, and ethnicity.

If you are purchasing a product or wish to be referred to one of the solicitors in our Will Making Scheme, we will collect the data necessary to make the referral or purchase the product.

If you are fundraising or donating to the Charity we will keep a record of your name, address and contact details along with what you have done for us and the value of what you have contributed to the Charity.

Our website uses cookies to enhance your experience of contacting our website. Cookies are small pieces of information sent by an organisation to your computer and retained on your hard drive to allow the website to recognise you when you visit. Some, of this information is used to monitor what pages people visit and how frequently they visit our website. Our website may have links to other websites. Our policy only applies to this website.

When interacting with Age Connects on social media such as Facebook and Twitter we may obtain information about you when you tag us but the information we receive will depend on the privacy preferences you have put in place with these social media sites.

5. How the information will be used and shared

Where the enquiry may relate to maximising income or dealing with a utility company or acting on your behalf we may need to collect data in relation to that enquiry. This information will only be used to resolve your enquiry and shared with the relevant party with your consent.

If you have requested or consented to receive Life Times, your contact details will be shared with a third-party mailing company for posting to you. The company we work with is GDPR compliant and you can read their Privacy Notice by visiting McClays website <https://www.mclays.co.uk/> All data is shredded after Lifetimes has been mailed to you.

When collecting data in relation to fundraising and donating we will use the data for the purpose it was intended and give you the option for us to keep in touch with you to keep you up to date on what the Charity is doing.

Data is also used for monitoring purposes to feed back to funding bodies on what a service may have provided e.g. how many people we have seen and what have we done to help and also, the diversity of the people involved in the Charity and the people they serve.

We do not sell on data and only share it when there is a legitimate reason to do so.

6. How we keep the data and for how long

If requesting one off information we will keep the data for as long as is necessary to respond to the enquiry. If it is to be used for referral purposes or there is a strong likelihood that you will come back to the Charity for further information or to access a service your information will be stored on a password protected secure database and /or in hard copy in a locked filing cabinet. This is also the case for people who are contacting us to fundraise or donate.

To comply with Regulatory requirements for some service areas (Home First Support Service) all data is kept for up to three years after the final time you had contact with the Charity when it is then shredded with a reputable waste management company.

7. Your Rights

Although we retain your data for legitimate or lawful purposes you have the right to:

- access the data the Charity holds on you
- to have inaccurate data rectified
- to restrict what data is kept and processed
- the right to request that the data is removed from our systems at any time.

You may feel you wish to complain about how your data has been used or stored.

You can do this in person or in writing to the Programme Manager, Age Connects Cardiff and the Vale of Glamorgan, Unit 4, Cleeve House, Lambourn Crescent, Llanishen, Cardiff, CF14 5GP. If you are concerned about how Age Connects has handled your data or upheld your rights, you can report the matter to the Information Commissioners Office by telephoning 0303 123 1113.

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