

Privacy policy

This Privacy Statement applies to Age UK Nottingham & Nottinghamshire, its trading companies; Age UK Local Trading Limited & AUBD Ltd and other associated companies where applicable (together the “Age UK Notts Group”). The head office for the Age UK Notts Group is Bradbury House, 12 Shakespeare Street, Nottingham, NG1 4FQ.

Age UK Notts Group is committed to protecting and respecting your privacy and security. Whenever you provide us with your personal & or sensitive information via any contact method we will treat that information in accordance with this statement, our data protection policy and current UK Data Protection legislation.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

This policy may change from time to time, so please check this page periodically.

Age UK Nottingham & Nottinghamshire is a registered charity (number 1067881) and company limited by guarantee (number 3455485). The registered address is Bradbury House, 12 Shakespeare Street, Nottingham, NG1 4FQ.

Data Protection

What information we keep and why

We process personal data relating to service users, customers, and supporters of our organisation. This is to allow us to offer services & products, help & guidance to our service users, to keep people up-to-date with our work & plans and our fundraising.

Service Users

A service user is anyone who contacts our organisation to access our support or a service. If a service user contacts us, we need to keep some of their basic information to be able to help them, and to be able to offer services or information. This will include contact details, and a record of what you have chosen to contact us about and any other information we require in order to provide information, advice and support. This information might include questions which allow us to measure our performance in relation to Equal Opportunity and Diversity legislation.

How we will contact you

When you give permission for us to contact you, we will clearly establish the consent you have given us: this might be consent to assist you with your enquiry, consent to be kept up to date with our work and our plans, for fundraising or any combination of these. We will send any information to you using your preferred method of contact.

Who will see your personal data?

Your information will only be seen by designated staff and volunteers who have signed up to our Confidentiality Policy. We will only share information about you with people when you have consented to us doing so and for the agreed purposes. For example, you may ask us to make a referral to another organisation on your behalf – we will make sure we have your permission to do that.

If you do not wish us to store your information

You can say 'no' to a request for consent to store your information. If you do that we may hold an anonymous record of our interaction for our own records, for funders etc.

If you change your mind

You can withdraw consent if you first agree but then change your mind later. For example, we might want to let other people within the Age UK group have your details, so that they can contact you with relevant information, or about services or projects they offer which suit your circumstances. If you are later contacted by them but wish that contact to stop please contact us.

You can stop receiving this information from us at any time. To do this, you can write to us at our head office address, ring us on 0115 8440011 or email info@ageuknotts.org.uk. We aim to fulfil all requests to stop sending information within 5 working days of receiving it.

We will never give your data away or sell it to anyone.

What service user data will be kept?

We are required to keep some personal data, even after we've finished dealing with your case or after you have stopped being a supporter of our work. This may include any of the following: your contact details, full records of your enquiry and what was done as a result of this, any correspondence, consent forms and other relevant forms.

How long will we keep the data?

We will keep data "live" for a total of six years unless a specific service requires a longer retention period which you will be made aware of.

This is to ensure that we have a record of what we did in the event of a complaint or legal claim or so we can review your record if relevant in the event you wish to use our services again. All data will be securely stored as an "inactive" record on an encrypted database, with limited access for staff.

We may keep an overall summary of the number of people who contact us, and the types of issues people contact us about. This is aggregated data, and it is not possible to identify individual cases or people from that data.

The collection of this information will benefit service users by:

- Allowing us to identify important issues that are affecting older people in the City and County
- Helping us to design services and projects to address need
- Focusing our campaigning and public engagement
- Ensuring we train our staff and volunteers in the areas that matter
- Support our future fundraising efforts

What job applicant/employee/volunteer/Director data will be kept?

We are required to keep some personal data, even after you have stopped working or volunteering for us. All data will be securely stored on an encrypted database and or secure website, with limited access. It will not be accessed except in response to a query about your employment or time given as a volunteer. No decisions will be made about you based on this data and you will not suffer any detriment or harm by having it stored on our secure systems.

How long will the data be kept for?

At the end of six years (or longer period if necessary depending on the nature of the data), all data will be removed from our records and redacted so that all your details are removed. For a full list of all retention periods please refer to our Archiving Document Retention policy. To do this if you have access to “Yammer” our internal communication site you can view the policy or if you do not have access please ask your Line Manager or Volunteer Co-ordinator for a copy. If you are an unsuccessful job/volunteer applicant we will keep your records for 6 months after which they will be destroyed.

Ensuring the accuracy of your details that we hold

The accuracy of your information is important to us we will endeavour to ensure that we hold accurate details about you. If we are helping you with any issues and your contact or other relevant details change, please let us know so that we can update our records. To do this, you can write to us at our Head Office, email us at info@ageuknotts.org.uk, or ring us and talk to one of our customer services team on 0115 8440011.

If you make repeated contact with us over a period of time after a period of inactivity, we will always check that your details are up to date.

Seeing the information we hold about you

You can ask to see a copy of all the information we hold about you. To do this, you can write to us at our Head Office, email us at info@ageuknotts.org.uk, or ring us and talk to one of our customer services team on 0115 8440011.

If you wish to have all of your details erased

You can write to us, email us on info@ageuknotts.org.uk, or ring and talk to one of our customer service advisors on 0115 8440011 at any time if you wish for all of the records that we hold about you to be erased.

If you want to complain about how we collect, store or use your data

You can contact us if you have any complaints about how we have collected, used or stored your personal data. You can write to us at our Head office, email us on info@ageuknotts.org.uk, or ring and talk to one of our customer advisors on 0115 8440011.

They will put you in touch with a member of the senior management team, who will oversee your complaint.

16 or Under

If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide personal information to the Site. Users without this consent are not allowed to provide us with personal information.

Contact us

If at any time you would like to contact us with your views about our privacy practices, or with any enquiry relating to your personal information, you can do so through the '[Contact us](#)' page on our website.

Transferring your information outside of Europe

As part of the services offered to you through the Site, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps with the aim of ensuring that your privacy rights continue to be protected as outlined in this privacy policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Incidences where it may be necessary to breach your confidentiality and consent

There are certain instances where the service user/customer's right to confidentiality may be limited or overridden by greater rights. These are as follows:

1. The information is required to safeguard national security
2. For the prevention or detection of a crime including the apprehension or prosecution of offenders
3. For the assessment or collection of tax duty
4. For the discharge of regulatory functions (includes health, safety and welfare of persons at work)
5. To prevent serious harm to a third party

6. To protect the vital interests of the individual (this refers to life and death situations). In accordance with our Safeguarding Policy “the requirement to respect the right of individuals to make decisions for themselves may need to be overridden where an adult at risk is at risk of harm, abuse or neglect.”

In the cases of 1 to 4 requests for disclosure of information must be supported by appropriate paperwork before we will share information.

Cookies

Cookies are tiny software files that are stored on a computer or mobile device when an individual visits a website. Cookies allow websites to recognise that a user on an individual computer has previously visited the site. The cookies save some information about that user for when they access the site again in the future. You can find out what cookies the Age UK Nottingham & Nottinghamshire website use in the table below.

For more information about the different types of cookie, visit the [About Cookies](#) website.

Cookie	Purpose
UserSetting	This functional cookie remembers the individual's colour and location preferences so that next time they use the site these are displayed rather than the sites default settings.
ASP.Net_SessionId	When you access this website a cookie is generated with a unique session ID. This cookie will expire when the browser is closed.
vidi	This cookie enables Age UK's Intellitracker software that helps us analyse information such as visitor numbers and browser usage so we can continue to improve your experience of our website.
BCSI-CS-5B059C53EB35D97E	The information in this cookie is used to track the activities of individuals who have visited this site via third-party websites.
__utma / __utmb / __utmc / __utmz	Age UK uses a tool called Google Analytics to give us statistical data on the performance of our website. These cookies are placed by Google Analytics.