

Privacy Notice

Throughout this policy we may make reference to Age Concern Liverpool & Sefton, the Organisation or ACL&S. This means however that the policy is applicable to the Charity, Age Concern Liverpool & Sefton, the trading company, Age Concern Liverpool (Services) Ltd and any subsequent company within the group

Age Concern Liverpool & Sefton are committed to protecting and respecting your privacy.

This privacy notice explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this notice and our privacy practices should be sent by email to mail@ageconcernliverpoolandsefton.org.uk or by writing to Age Concern Liverpool & Sefton, 179 Townsend Lane, Clubmoor, Liverpool L13 9DY. Alternatively, you can telephone 0151 330 5678. For more information on how we use data please see our Privacy Policy and Fair Processing Notice which is available on request from Age Concern Liverpool & Sefton (contact details overleaf).

**How do we collect information from you?**

We obtain information about you when you fill in forms (hard copy or on our website) or provide your personal details directly to Age Concern Liverpool & Sefton staff or when a third party such as another charity or the social services department have sent us a referral for you.

**What type of information is collected from you?**

The personal information we collect depends on the service you wish us to provide or are interested in. It might include your name, address, email address, telephone number, next of kin or carer details, ethnicity, whether you have a GP, information regarding your health, lifestyle and levels of activity which you undertake, products which you purchase from us, your attendance at our services, your bank details. This is not an exhaustive list. The data we collect from you will be proportionate and necessary to deliver what you have asked us to provide.

**How is your information used?**

We may use your information:

* To contact you
* To contact your next of kin or person nominated as your primary contact in case of an emergency
* To send you information about our services
* To send you information about the commercial products and services we provide
* To monitor the diversity of service users to ensure that our services are accessible to all members of the community
* To comply with insurance requirements
* To comply with legal requirements
* To comply with regulatory requirements
* To comply with contractual requirements set by Commissioners
* To levy any charges in connection with a service and to invoice you appropriately
* To make referrals to third parties with your consent in order to provide a service to you
* To protect your safety and welfare for example health and safety incident reports, medicine usage and safeguarding reports
* To ensure that the service we provide you is aligned to your needs and aspirations
* To monitor service quality and performance
* To monitor attendance
* To monitor absences
* To provide you with details of services and products available from third party products with your consent
* To quality assure the service provided by third parties who we have referred to

We review our retention periods for personal information on a regular basis. We will hold your data for as long as we are required to by our insurers, legal requirements or commissioner requirements. The retention period for data in each service area or department is available on demand. Once this period has elapsed all personally identifiable data, relating to you, will be securely destroyed.

**Who has access to your information?**

Only Age Concern Liverpool & Sefton has access to the data we collect unless you have given us permission to share your data with another party or it is necessary to fulfil the contract we have with you.

If you give us permission to make a referral on your behalf, then the organisation we have agreed to refer you to will also have the relevant portions of your data that are necessary for them to be able to help you.

We may share your data in limited circumstances if it is necessary to protect your welfare and wellbeing e.g. a safeguarding referral.

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes without your consent.

**Your choices**

You can opt in to our Newsletter by either signing up via our website, or calling us. Our newsletter contains material about our services and products, however, this is included as part of the newsletter only and is not intended as a means of marketing these services and products to you.

You have a choice about whether or not you wish to have contact with us and\or receive information from us. If you do not want us to contact you or send you any information then you can tell us on the form below by ticking the relevant boxes. As part of this, you can opt out of receiving the newsletter at any time.

You can change your preferences at any time by contacting us by email: mail@ageconcernliverpoolandsefton.org.uk or by writing to Age Concern Liverpool & Sefton, 179 Townsend Lane, Clubmoor, Liverpool L13 9DY. Alternatively, you can telephone 0151 330 5678.

**How you can access and update your information**

You have the right to ask for a copy of the information Age Concern Liverpool & Sefton hold about you, this is called a subject access request (SAR). To request a subject access request form please email us at: mail@ageconcernliverpoolandsefton.org.uk or by writing to Age Concern Liverpool & Sefton, 179 Townsend Lane, Clubmoor, Liverpool L13 9DY. Alternatively, you can telephone 0151 330 5678.

The accuracy of your information is important to us, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: mail@ageconcernliverpoolandsefton.org.uk or by writing to Age Concern Liverpool & Sefton, 179 Townsend Lane, Clubmoor, Liverpool L13 9DY. Alternatively, you can telephone 0151 330 5678.

**Security precautions in place to protect the loss, misuse or alteration of your information**

Age Concern Liverpool & Sefton takes data security extremely seriously and works hard to ensure that your personal data is kept private. We use password protected computer systems and store any printed materials in lockable filing cabinets. However, no organisation can be too complacent and if a data breach occurred, we would take appropriate action. You can view our Data Breach Policy on the Age Concern Liverpool & Sefton website or request a hard copy via 0151 330 5678.

**16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under then please get your parent/guardian's permission beforehand whenever you provide us with personal information.

**Review of this Privacy Notice**

We keep this notice under regular review. This notice was last updated in May 2018.

Owner: CEO

Reviewed: May 2018

Review Due: May 2021

# Version: 1