

## **Age Concern North Dorset**

### **General Data Protection Regulations Privacy Notice**

The Trustees of Age Concern North Dorset (ACND) need personal information about you in order to run the charity and deliver services.

In legal terms we are a 'data controller' and we are required to tell you some things about the personal information we have about you, how we use it and what your rights are in relation to it.

Data protection laws in effect from 25 May 2018 require us to provide you with specific information.

#### **What is personal information?**

Personal information is information that identifies a living individual. This would include any information provided to us by or on behalf of you, or from other sources (listed below).

#### **Your personal information**

We collect, hold and process information to administer and deliver ACND Services, i.e. on:

- Trustees
- Paid employees,
- ACND volunteers
- Individual users of any of our services (clients).

Information held includes but is not limited to:

- Personal details such as your name, gender, date of birth, home address, telephone numbers, email addresses.
- For Employees: Payroll details such as salary, tax code, NI No and Tax Reference, bank details plus previous employment and reference details and DBS application results.
- For Volunteers: Bank details (for payment of expenses) plus previous paid and voluntary employment including reference details and (if required) DBS application results.
- For Service Users/Clients: Information relating to health conditions, housing, benefits, and any relevant matters impacting your benefits such as savings, pension details, voluntary contributions, pension sharing orders, tax protections and next of kin personal details.

In certain circumstances we may seek your consent to process more sensitive personal information about you, for example medical information and criminal record information, including, for employees and volunteers, the results of any DBS applications. It is necessary for us to hold and process this information to comply with our legal obligations and in order for us to comply with our obligations as a Charitable Incorporated Organisation (CIO) and the rules governing the Charity. If you have in the past given your consent, you should be aware that you can withdraw your consent, however we would be unable to continue using you as a volunteer or providing personal services for you. A consent form is at Appendix 1.

We may hold information about your dependants, next of kin, ICE contact or in certain circumstances appointed attorney. You should provide a copy of this notice to those individuals or otherwise provide us with personal information about them.

In order for you to be an employee, a volunteer or have ACND specific services provided to you, you will be asked to provide us with personal information. The provision of your personal information is not a requirement of any contract of legislation, nor are you obliged to provide your personal information. However, if you did not, we would be unable to continue to utilise your paid or volunteer services, or help administer personal services for you if you are a service user.

Personal information may also be collected from other sources including Government departments such as HMRC and DWP.

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## **How we use your personal information**

We use your personal information for the following purposes:

- a) For general administration of the Charity including: managing volunteer training, events and activities including details of any constraints (medical or physical) on participation.
- b) Service user/Client details to tailor our services to individuals' needs e.g. Information and Advice, Friendship (befriending and bereavement support) services, IT support and Exercise classes.
- c) To carry out our obligations as a charitable incorporated organisation (CIO) and for internal record keeping.
- d) For meeting our regulatory, legal and compliance obligations e.g. the Care Act 2015.

Note: only anonymised data is used for internal statistical reporting.

## **Disclosures of your personal information**

The administration of employees, volunteers and service delivery is carried out by ACND and as such your personal information is processed by ACND.

We may share your personal information with the following third parties:

- Public authorities, regulators or government bodies and other third sector organisations.
- Law Enforcement agencies when there is a legal obligation to do so.

As per the ACND Confidentiality Policy, we may ask you to sign a consent form (Appendix 1) to hold and share information about you. Information will only be shared with your consent unless there is a danger to yourself or others. When we share personal information we ensure recipients meet our data security standards, so that your personal information remains secure.

## **Transfers of your personal information abroad**

ACND will not transfer or allow the use and disclosure of your personal information to any non-government agency either within or outside the UK.

## **Retention of your personal information**

We will keep your personal information up to 5 years after last contact has occurred for the proper administration of the Charity and its services. It is important to inform us of any changes in your personal details to ensure the information we hold is kept accurate and up to date.

## **Your rights**

You are entitled to request access to and rectification or removal of your personal information. You also have the right to object to the processing of your personal information.

You should be aware that requesting or taking any of the above steps could impact on the employment of you as an employee or volunteer or as a recipient of ACND services.

If you have any questions, you can contact the ACND office using the following contact details:

Age Concern North Dorset  
Stour Connect  
Stour View Close  
Sturminster Newton DT10 1JF  
Telephone 01258 475582

You can also lodge a complaint about our processing of your personal information with the Information Commissioner's Office ([www.ico.org.uk](http://www.ico.org.uk)).

This privacy notice was updated in May 2018. We reserve the right to amend it from time to time but will notify you where we do this.

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**Age Concern North Dorset - Client Consent Form**

***In order to help you, we need to store information about you. The law says that we must get your consent to do this. Everything you tell us will be treated confidentially, according to our written policy, which is available on request.***

Because we may need to speak to other people in order to help you, we need to ask for your consent. Your agreement will be sought before any contact with others about your case.

Please read the sentence below and, if you consent, sign and date it.

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I give my consent to Age Concern North Dorset recording personal information about myself and corresponding on my behalf with relevant third parties.

Name of Client.....

Signature: ..... Date: .....