

Statement of Confidentiality and Data Protection

In order to give a good service and to avoid us having to ask you for the same information more than once, it will be necessary for us to keep certain records. This will include your name and contact details, and may also include details of your finances, your health and care needs, or any problems you choose to share with us. This information will be stored electronically. We will keep it safe and secure and will only use it for the purpose for which you provided it to us. The only staff or volunteers who will have access to it are those who need to have access in order to provide a service to you.

We will treat your information as confidential unless you tell us otherwise. Staff and volunteers may need to share information with their supervisor at Age UK Bexley, but we will not pass on anything to anyone outside the organisation without your consent. The only exception to this will be where we have concerns about the well-being of a child or vulnerable adult, or where a third party may be harmed if the information is not disclosed, where it relates to the risk of self-harming, or where a crime has been or is likely to be committed. We will never sell your information to anyone. We will keep your data for audit purposes for 7 years from the last date that we had contact from you, and after that it will be deleted.

If you have used our services, we may on occasion share basic demographic and service information with Age UK the national charity so they can help us monitor and ultimately improve the services we provide. The information we share will not include your name or your contact details, unless you give us your consent to do so for a specific purpose, such as sharing your story. When we do share this information, we do so under the lawful basis of legitimate interest.

For some of our services (including Welfare Benefits), an auditor from Age UK National might from time to time want to look at your file. This is to monitor the quality of our service and ensure that we have provided a good service to you. We will ask you in advance whether you give consent for your file to be audited. If you do not wish to give consent, you may still receive a service from us.

If you have agreed to go on our mailing list, we may send you a newsletter, or other mail from time to time, including information about how you can help our charity if you wish to do so. If at any time you change your mind and would like to be removed from our mailing list, or if you would like us to delete any records we hold about you, you just need to let us know. You may do this verbally (either face to face, or by telephone by calling 020 8300 0883) or by post: Age UK Bexley, Belvedere Community Centre, Mitchell Close, DA17 6AA.

If you wish to see the records we hold about you, you may do so, provided you give us reasonable notice. You may be asked for some form of identification so that we can verify that you are the person to whom the information relates.

You are welcome to see copies of our policies on Data Protection, Confidentiality, Complaints and Equality if you wish. Please just let us know.

Age UK Bexley
Belvedere Community
Centre
Mitchell Close
Belvedere
Kent DA17 6AA

t 020 8300 0883
www.ageuk.org.uk/bexley

