



Age UK Lambeth Privacy Policy

Context and overview

Key details

Policy authored by:	Kellie Rickell
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Next review date:	July 2025

Privacy policy

Age UK Lambeth Privacy Policy

Age UK Lambeth is committed to protecting and respecting your privacy and security. Whenever you provide us with your personal information we will treat that information in accordance with this policy, our terms and conditions and current UK Data Protection legislation.

By using any services we offer, online and offline, you are agreeing to be bound by this policy.

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 policy periodically.

Age UK Lambeth is a registered charity (number 1063497) and a company limited by guarantee (number 03252067). The registered address is 10 Acre Lane, London SW2 5SG

If you have any questions about this privacy policy, you should contact our Data Protection Officer, Simon Lincoln on data@ageuklambeth.org

How do we collect information from you?

Information you give to us

This could be when you donate; access a service; attend an event; enquire about us or our services, by post, email, telephone, in person, or via our website; volunteer or work for us; work with us as a partner, corporate supporter, referrer or referee, supplier or contractor.

Where your information is stored and processed

Your data will be securely stored in our CRM databases, all of which have undergone thorough assessments to ensure the highest level of data security, for the purpose of managing and providing access to the services you have requested.

Information we get from your use of the website

When you visit our website, we collect various personal information which may include your name, address, contact details, IP address, and information regarding which pages are accessed and when.

What type of information is collected from you?

The personal information we collect might include:

- Name, address (including postcode), email address, telephone number, IP address
- Date of birth
- Sensitive personal information, known as “special categories” of data, such as ethnicity, religion, gender, GP information, medical history and criminal record (via a DBS check), which we only collect if absolutely necessary

How is your information used?

We may use your information to:

- Process a donation that you have made
- Contact you to tell you about events or services you might be interested in (with informed consent) via email, post or text. We do not conduct any telephone marketing. Specifically, we use Mailchimp, an email marketing service provided by The Rocket Science Group LLC, to send promotional emails and newsletters to our subscribers. By subscribing to our newsletter, you acknowledge that the information you provide will be transferred to Mailchimp for processing in accordance with their Privacy Policy and Terms of Use. You can review Mailchimp's Privacy Policy at <https://mailchimp.com/legal/>.

- Allow us to smoothly and swiftly assess how we can help you as a service user
- Ensure we are reaching all parts of the communities we serve, and offer proof that we are doing so
- Enable us to deal efficiently with any concern or complaint you might have about us.

Who has access to your information?

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

We will not share your information with third parties for marketing purposes unless otherwise stated. In this event, we will ask for your consent.

It may be necessary to pass your information to a 3rd party in order to process a service (e.g. when you make a donation or for reporting and monitoring purposes), but we will only share the personal information necessary to deliver the service, and with your explicit consent.

We may share aggregated, non-personal data with third parties for reporting and monitoring purposes, as well as with research bodies to help improve our services. Rest assured, this data will not contain any personally identifiable information.

We will not sell or rent your personal information to third parties. Additionally, we will not share your personal information with third parties for marketing purposes unless explicitly stated. In such cases, we will request your consent before sharing any information.

In certain situations, it may be necessary to pass your personal information to a third party in order to process a service (e.g., when you make a donation), but we will only share the minimum amount of personal information required to deliver the service, and only with your explicit consent.

Signposting and Referring

In order to offer you the best possible support, we will sometimes signpost or refer you to other services we believe to be a good option for you. To do this we have to send personal information necessary to refer you to the service. We will never do this without your consent and have established referring processes.

We are the lead organisation in a consortium called Connect Lambeth. We work closely together to provide a range of support services for Lambeth. You can find out more about Connect Lambeth at www.connectlambeth.org. We have a special Information Sharing

Agreement with those services. If you would like to see this, please email us on data@ageuklambeth.org.

Lawful Processing

The DPA (Data Protection Act 2018) and UK GDPR requires us to rely on one or more lawful grounds to process your personal information. The following are the grounds we use: consent, legitimate interest, contractual necessity, legal obligation.

Fundraising and Marketing

We will only send you fundraising and/or marketing information when you have given informed consent (for example, signing up to our mailing list.)

Your Choices

You have the right to opt out of receiving communications from us at any time by contacting data@ageuklambeth.org or call us on 0333 360 3700.

You can also change the way we contact you at any time by emailing the same address or calling us.

In order to opt you out of receiving communications, it is necessary to retain some of your details to ensure we don't contact you again in future. Your details will only be used for this purpose.

Your Rights

The UK GDPR (Article 13/14) provides the following rights for individuals, which our organisation provides to you:

1. The right to be informed

We will tell you when we are collecting your information, and let you know what it is that we are recording. We will also provide you information as to why we need it, and what we will do with it.

2. The right of access

You have the right to request to see what information we hold about you, free of charge and within 30 days. If you would like to do this, please contact Simon Lincoln on data@ageuklambeth.org or by post to Age UK Lambeth, 10 Acre Lane, London SW2 5SG

3. The right to rectification

If your information is incorrect or out of date, you have the right to ask us to correct or update it. Please contact us in writing via the means above to do so.

4. The right to erasure

You have the right to ask for your information to be deleted. Please contact us in writing via the means above to do so.

5. The right to restrict processing

You have the right to tell us we can store your information but not use it. Please contact us in writing via the means above to do so.

6. The right to data portability

You have the right to ask us to transfer the information we hold on you to another organisation. Please contact us in writing via the means above to do so.

7. The right to object

If our lawful basis for processing your information is a legitimate interest, you have the right to object to our doing so. Please contact us in writing via the means above to do so.

Keeping your information safe

When you give us personal information, we take steps to ensure that it's treated securely. We take all appropriate steps to ensure the security of your information:

- All employees complete data protection and cyber security training before handling your data. This is renewed annually.
- We have password policies in place
- Use two factor authentication where possible to verify user identities
- Store data securely.
- Emails containing personal data are sent securely.

Visiting one of our websites

AUKL is responsible for a number of websites:

- www.ageuklambeth.org.uk
- www.connectlambeth.org
- www.mysocial.london
- www.mycommunity.directory

When you visit any of our sites, we collect various personal information which may include your name, address, contact details, IP address, and information regarding which pages are accessed and when.

In the online version of this document, please see the section of this page on 'Cookies' below for further details.

16 or Under

If you are aged 16 or under, please get your parent / guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

We use some third party programs that transfer data outside of the EEA. We have Transfer Risk Assessments for these systems and have conducted Data Protection Impact Assessments to ensure your data is secured.

Complaints

If you want to make a complaint, you can do so by contacting Simon Lincoln on data@ageuklambeth.org or by post to 10 Acre Lane, Brixton, London, SW2 5SG

Review of this policy

This policy was last reviewed on 30th July 2024. This is kept under regular review and updated where necessary.

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 Lambeth website use in the table below.

For more information about the different types of cookie, visit the [About Cookies website](#). If you would like to view our Website Cookie Policy, please get in touch by emailing us at data@ageuklambeth.org or call us on 0333 3603700.

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 site's 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.

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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.