



Solihull Community Advice Hubs Client Information and Data Protection Notice

Data Protection and Privacy Notice

It is important to let you know how we use information and how we ensure that it cannot be misused in any way. The Solihull Community Advice Hubs are managed and delivered by Age UK Solihull in partnership with Solihull Mind and the Disability Resource Centre (DRC). With consent you may be provided with a service by an employee or volunteer of either organisation.

In the course of providing services to you, the Community Advice Hubs will collect, record and store your personal information. We require your explicit consent to do this. We will only ask you for personal information that is relevant to the service(s) we are providing you with. The type of personal information we require will depend upon the service(s) you are using. The basic data we record includes:

- Name, address, telephone number and an email address if available
- Gender, age and ethnicity
- If you require information in an accessible format to meet your individual needs.

Some services will require more sensitive personal information. We need your specific permission to store and share this information about, for example, your health. This also applies to some other types of information, for example of your ethnicity, religion, sexual orientation or trade union membership. We will not hold any information like this without asking for your permission first.

Information we take from you will be held securely on our database, Charitylog which can only be accessed by relevant Age UK Solihull, Solihull Mind and DRC employees and volunteers.

In order to fully meet your individual needs we may need to work with other organisations to ensure you receive all the services you require. With your consent we may share relevant information about you with organisations who you agree should be involved in your support, this would usually be another voluntary service or an organisation such as Adult Social Care.

We will not use your data in a way you would not wish. We may give some statistical data to our funders, however this will always be anonymous and not contain any information that could identify you.

The Community Advice Hubs partnership will only disclose your personal information without your consent when we are required to by law. We may also provide relevant information to medical personnel or other professionals in case of an emergency when you are under our care or we believe you are at immediate risk. We will always work in your best interests.

Your personal details will remain on our database only for as long as it is relevant to store them (this may depend on the issue(s) we have supported you with. You have the right to expect your personal information to be accurate. You have the right to ask for certain personal data to be erased. You have the right to withdraw your consent at any time. You have the right to request access to any personal information The Community Advice Hub partnership holds about you. This is known as a Subject Access Request. You can find out more about this on our website at www.ageuksolihull.org.uk or by telephoning 0121 704 7840.

If you have any specific questions about how we use your information or look after it, please contact the Age UK Solihull Director of Services on 0121 704 7840. If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

A full Privacy Notice can be found on our website www.ageuksolihull.org.uk or please ask for a copy.

Safeguarding

The Community Advice Hubs partnership believes that **all** people have the right to live in an environment free from abuse.

Equality and Diversity

We operate under an Equalities and Diversity Policy that is available upon request.

Accessible Information

You can request information relating to this service in formats to suit your communication and/or information needs if you have a disability, impairment or sensory loss.

Complaints

A full copy of our Complaints Policy is available upon request. Complaints relating to The Solihull Community Advice Hubs will be managed by Age UK Solihull. Complaints related to FCA Regulated Debt Advice and Casework are managed by the relevant Policies and Procedures and FCA Registration of the organisation providing the service.

Age UK Solihull believes that those using its services should find it easy to make a complaint and/or register a concern. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. All complaints or comments are taken seriously.

Monitoring and Auditing Our Service

Age UK Solihull aims to provide the highest standard of services possible. We may ask you for your opinion on the service you have received from us, whether you were satisfied and whether you would recommend the service to others. Unless you tell us otherwise, this information will only be used anonymously. In order to ensure we are providing a high quality service, external auditors review our case files. Your case file will only be audited if you have given us consent to do so.

Physical or Verbal abuse

Under no circumstances will any type of abuse towards employees or others in this organisation be tolerated. We will cease to help anyone who shows any type of abuse to people within this organisation.

Under the General Data Protection Regulation 2018 you may request access to the personal information that Age UK Solihull holds about you, this is known as a Subject Access Request. Please ask for further information or visit our website www.ageuksolihull.org.uk

Age UK Solihull is the trading name of Age Concern Solihull which is a registered charity (1055887) and company limited by guarantee. Registered in England and Wales No. 3180062. Registered Office : The Core, Homer Road, Solihull B91 3RG.

Age Concern Solihull trading as Age UK Solihull is authorised by the Financial Conduct Authority (FCA) to provide not-for-profit Debt Adjusting and Debt Counselling services. FCA Registration Number 972702.

Solihull Mind is a registered charity No. 516058. Registered Office: 14 – 16 Faulkner Road, Solihull B92 8SY. If the debt service is provided by Solihull MIND it is provided under their own FCA Registration Number 784680. Please see their website for more information. www.solihullmind.org.uk. Complaints relating to Solihull Mind FCA regulated services should be made to Solihull Mind directly. Age UK Solihull aims to ensure all advice provided by its partners/subcontractors is of a high quality and meets the needs of individuals. Debt Advice and Casework is a regulated activity and is subject to the partner/subcontractor own policies, procedures and insurance cover.

The Disability Resource Centre is a registered charity No. 1034581 and a company limited by guarantee No. 2897250. Registered address: Unit 18, ACE Business Park, Mackadown Lane, Birmingham B33 0LD