

PERSONAL INFORMATION CHARTER

The Age UK North Tyneside Group's Mission is to help people make more of life.

We are a Registered Charity: Charity number 1049527 (England and Wales) and a Company Limited by Guarantee, Company number: 1763579. The Age UK Group applies the UK GDPR/Data Protection Act 2018 to all its operations.

The UK GDPR/Data Protection Act 2018 works in two main ways. It gives individuals rights over how their personal information is used and sets out rules for organisations that handle personal information.

We need to handle personal information about you so that we can provide services for you. This is how we look after that information.

When we ask you for personal information, we promise:

1. To make sure you know why we need it.
2. To only ask for what we need, and not to collect too much or irrelevant information.
3. To protect it and make sure nobody has access to it who should not.
4. To let you know if we share it with other organisations to give you better services and give you the opportunity to opt out.
5. To make sure we do not keep it longer than necessary.
6. Not to make your personal information available for commercial use without your permission.

In return, we ask you to

- Give us accurate information and tell us as soon as possible if there are any changes, such as a new address. This helps us to keep your information reliable and up to date.

You can get more details on

- How to find out what information we hold about you and how to ask us to correct any mistakes.
- Any agreements we have with other organisations for sharing information about you.
- Circumstances where we can pass on your personal information without telling you, for example, to prevent and detect crime or to produce anonymised statistics.
- Our instructions to staff on how to collect, use, store and delete your personal information.
- How we check the information we hold is accurate and up to date.
- How to make a complaint.

Accessing your personal information

Under the UK GDPR/Data Protection Act 2018 any individual has the general right to ask for a copy of the personal information held about them. This means that you can

ask for the information that the Age UK North Tyneside Group holds about you. This is known as the right of 'subject access'. When making a subject access request you will need to provide us:

- A request in writing completing our Subject Access Request Form.
- Proof of your identity.
- Proof of your address.
- Any information that we need to process the request.

We will not start looking for your information until we receive all the above. To submit your request, or for help making a request, please contact us at the address below.

Although you should submit a request in writing, if you would like to speak to someone in person, you can contact the Group Chief Operating Officer at the contact details below:

Michelle Adams
Data Protection Officer
Age UK North Tyneside
Bradbury Centre
13 Saville Street West
North Shields
NE29 6QP
Tel. 0191 2808484
Email: michelle.adams@ageuknorthtyneside.org.uk

Complaints

For independent advice about data protection or if you think we have mishandled your information you can contact:

Information Commissioner's office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
UK
Phone: +44 (0)8456 30 60 60 or +44 (0)1625 54 57 45
Fax: +44 (0)1625 524510
Website: **www.ico.gov.uk**