

Privacy Policy: Age Concern Mole Valley

At Age Concern Mole Valley, we're committed to protecting and respecting your privacy.

This Privacy Policy explains when and why we collect personal information about people who visit our website and register for one of our services and how we use it, and how we keep it secure.

We may change this Privacy Policy from time to time so please check this page occasionally to ensure that you're aware of any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@ageconcernmolevalley.org.uk or by writing to Age Concern Mole Valley, The Point, Mayflower, Lyons Court Dorking, Surrey RH4 1AB. Alternatively, you can telephone 01306 899104.

Who are we?

We are Age Concern Mole Valley, a local charity dedicated to 'improving the lives of older people' in Mole Valley and 'making later life a fulfilling and enjoyable experience'. Age Concern Mole Valley is a registered charity (no. 1111678) and company limited by guarantee (no. 5409543). The registered address is The Point, Mayflower, Lyons Court, Dorking, Surrey RH4 1AB.

How do we collect information from you?

We obtain information about you when you register to either use one of our services, use our website, for example, when

you contact us, or to make a donation, or if you register to receive updates about Age Concern Mole Valley's services.

What type of information is collected from you?

The personal information we collect might include basic details, such as your name, address, date of birth, next of kin, email address, plus if applicable to the particular service you receive, the following:

- Contact we have had with you such as home visits.
- Details and records on case work, Volunteers assigned, Care Agencies allocated.
- Relevant information from people who assist you and know you well, such as carers and relatives.
- Staff will always ask for consent to record your data and follow the policies for confidentiality at all times.

How is your information used?

We may use your information to:

- Send you a communication regarding an Age Concern Mole Valley service that you have registered for or take part in;
- Process a donation that you have made;
- Seek your views or comments on the services we provide;
- Notify you of changes and developments to our services;
- Send you communications which you have requested and that may be of interest to you. These may include information about events, campaigns, appeals, other Age Concern Mole Valley service information;
- Process a volunteer application;
- Process a job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity.

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.

We will not transfer your personal information to a third party.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive communications from us about the work we do for older people and our services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for communication/marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for communication/marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your preferences at any time by contacting us by email: info@ageconcernmolevalley.org.uk or alternatively you can telephone 01306 899104.

How you can access & update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@ageconcernmolevalley.org.uk or write to us at: Age Concern Mole Valley, The Point, Mayflower, Lyons Court, Dorking Surrey RH4 1AB. Alternatively, you can telephone 01306 899104.

You have the right to see a copy of the information Age Concern Mole Valley holds about you and have it corrected or deleted.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. The records are kept securely on our secure server, and secure cloud database. The companies that provide these systems ensure our protection, and they are accredited to ISO 27001:2005 Information Security Standard and are registered with the Information Commissioners Office.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'cookies'

Like many other websites, the Age Concern Mole Valley's website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies, please email: info@ageconcernmolevalley.org.uk. Alternatively, you can telephone 01306 899104.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access those using links from our website.

16 or Under

We are concerned to protect the privacy of children aged 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.

Review of this Policy

We keep this Policy under regular review. This Privacy Policy was last updated in May 2018.