



<b>Charity</b>	<i>Dementia Action Marlow</i>
<b>Registered No.</b>	<i>1197610</i>
<b>Policy Statement</b>	<i>Privacy Notice</i>
<b>Responsible Person(s)/Controller</b>	<i>Tina Blumfield</i>

## 1. Personal information we collect

We collect personal information to help the charity support members living with dementia and their carers. We use your data in line with data protection law, including the UK General Data Protection Regulation (UK GDPR), and the Data Protection Act 2018 (DPA). Personal information is any information that relates to a living individual who can either be identified from that data, or by combining the data with other information.

### **We currently collect and process:**

- a) Information that identifies you, basic details such as name, gender, address, and contact details.
- b) Some basic information about your health and personal circumstances, as deemed necessary.

### **We may also collect personal information about you from other people and organisations such as:**

Medical and health information from health and social care organisations and professionals.

## 2. How we get your personal information and why we collect it

**Most of the personal information we process is provided to us directly by you :**

- a) when you ask about our activities, and services such as our information guides and email newsletters.
- b) when you submit an enquiry, join our group, give us feedback, register as a volunteer, or otherwise give us personal information.

The type of personal information we collect will therefore depend on the reason why you are engaging with us. It may include information such as your name, date of birth, email address, postal address and telephone number.

Sometimes it may be appropriate for us to ask for information about your health or personal circumstances. We will only do this when we need to.

**We also receive personal information indirectly, from the following sources in the following scenarios:**

- Sometimes, we receive personal information about you when you engage with other organisations. When this happens we will treat the information in the same way as if you had shared it directly with us. Your information may be shared with us via referrals from Social Services or the NHS Trust.

**We use the information that you have given us to:**

- help provide you with support as and when required.
- help advise you of relevant services available to meet your needs and organisations that may be able to offer help and support.
- work effectively with other organisations who also provide care and support.

Whenever you share information with us on behalf of another person, you must ensure that you have the right to share personal information with us relating to the individual. This will usually be the case if you are their primary carer and you have their expressed consent or, if they lack capacity to make their own informed decisions and a decision needs to be made for them and you are acting in their best interest in accordance with the Mental Capacity Act.

### **3. When we share your data**

We will only share this information internally with our trustees and volunteers who are familiar with our Data Protection Policy and are fully trained.

In certain exceptional circumstances, we may be required to share your information with other agencies, such as the police and ambulance services where we consider it is necessary or appropriate to do so. Where possible, we will consult with you prior to sharing any information and limit the amount of information provided to a minimum, pertinent to the required purpose. We will also ensure that appropriate steps are taken to protect your information according to the UK Data Protection Law and this Privacy Policy.

**Exceptional circumstances may include:**

- Where we are legally required to do so by a court order or other law enforcement agencies, professional regulators, and/or safeguarding agencies.
- Where you or someone you are telling us about is at risk of serious harm, neglect, death, or other significant threat to self or personal safety and wellbeing and lack capacity under the Mental Capacity Act 2007.
- Where disclosure is deemed necessary to prevent a crime or serious offence being committed.
- We may also share any information you provide to us with the relevant GP in circumstances where we are legally required to do so, or if we consider it in the best interests of the person living with dementia.

### **4. Lawful Basis**

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

**Your consent** - You can remove your consent at any time.

You can do this by contacting: [contact@dementiaactionmarlow.org](mailto:contact@dementiaactionmarlow.org).

## 5. How we store your personal information

Your information is securely stored in our Register of Systems with is securely passworded.

We keep your personal data for up to 1 year after our last contact with you. We will then dispose this information by deleting electronically held data and shredding any paperwork.

Dementia Action Marlow is responsible for collecting your personal information. We use rigorous procedures and strict security features when we collect your personal information to prevent unauthorised access. However, no data transmission over the Internet is 100% secure and although we try to protect your personal information, Dementia Action Marlow cannot guarantee the security of any information you transmit to us and you do so at your own risk.

We have appropriate technical controls in place to protect your personal details (for example our Database is always encrypted.) Regular reviews are carried out to establish who has access to information that we hold. This ensures that your information is only accessible by appropriately trained trustees and volunteers.

We may, in some limited circumstances, have an obligation to disclose your details to the police, regulatory bodies or legal advisors. We will only ever share your data in other circumstances if we have your explicit and informed consent.

We will only hold the information provided to us for so long as it is necessary for the intended purposes or as is required by law. We have specific, defined data retention periods for different data types, which are determined by legal and operational considerations. For instance, if you give us a donation, we are required to keep a record of this for seven years because of legal obligations.

## 6. Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [contact@dementiaactionmarlow.org](mailto:contact@dementiaactionmarlow.org) if you wish to make a request.

## 7. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [contact@dementiaactionmarlow.org](mailto:contact@dementiaactionmarlow.org)

You can also complain to the ICO if you are unhappy with how we have used your data.

### The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

## 8. Changes to this policy

This policy is written in accordance with the General Data Protection Regulation (2018) and describes how Dementia Action for Marlow collects and uses personal information given directly or indirectly by people who engage with us and or visit our website.

We may change this Privacy Policy from time to time so please check back periodically. If we were to make significant changes to the policy, we will highlight this clearly on the Website or we will contact you directly.

## 9. Contact us

If you would like to speak to us about this policy or if you have any feedback please email us [contact@dementiaactionmarlow.org](mailto:contact@dementiaactionmarlow.org).

<b>Signed</b>	<b>Date</b>
<b>Print name</b>	<b>Review Date</b>