



Independent Age

Your Personal Information

To volunteer for Independent Age, we need to keep some personal details about you on our database(s). This is the information you have given us in your application form, so we can vet and register you as a volunteer and some other information we may collect during your volunteering with us.

Why we need that information?

During your volunteering, we collect information on your name, address, email address, telephone number, bank details, and, date of birth. We need to keep records so that we can administer and manage the organisation and your volunteering efficiently.

Some of the Special Category Data (sensitive data) will be destroyed once the purpose for its collection has been served, such as data for DBS checking. Some other information, such as, ethnicity, gender, if you have a disability, and your sexual orientation, will be kept safely and in compliance with the Equality and Diversity Act, the Disability Act and Independent Age GDPR policies. This information helps us to manage diversity, monitoring and assessing how successful we are in reaching out to as many people as possible.

Who can see my information?

Your information is available to a limited number of Independent Age employees and administration volunteers with a need to access the information, to others authorised by you and/ or by us to receive the information and to those to whom we are legally obliged to disclose it. Special Category Data is only accessible to nominated people within the volunteering team.

If we need to share your data for other reasons we will explain why we need to do this, so you can agree or not. You can change your mind at any time about it.

Where is my information stored?

Your data is stored securely on our systems, and the systems of third parties whom we have a working relationship with. We are confident those third parties have robust systems in place to protect your information. They may be platforms we use for communications and surveys, such as Mailchimp, Eventbrite and SurveyMonkey.

What happens to my data when my volunteering ends?

Independent Age will keep your data safe and secure until we no longer need to know what volunteering you did with us. This is usually six years, unless there is a need to keep that information for longer such in case of a safeguarding incident where the information needs to be kept for the lifetime of the individual.



Can I see my data?

You can have a copy of the data Independent Age holds about you. You can email or write to the Information Governance team to ask for your record. They will usually send you a copy within a month.

Who can I contact if I have any questions?

The full policy is on our [website](#). [You can also](#) contact the Information Governance Team at dp@independentage.org or the Volunteering Team at volunteering@independentage.org.

Independent Age is the Data Controller for your personal information, registered at 18 Avonmore Road, London, W14 8RR.



Our mission: To ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

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independentage.org