

## **BOPF PRIVACY POLICY**

### **Introduction**

This privacy policy describes how BOPF collects, uses and shares personal data when you become a BOPF Member or Supporter. Please read the following information carefully to understand our views and practices regarding your personal data and how we will treat it. By being a BOPF Member or Supporter you agree to BOPF using your data in accordance with the information outlined below. At the point of entry, you agree that all data you provide on behalf of yourself or an organisation is accurate to the best of your knowledge.

### **Purposes of Processing**

#### **What data do we collect?**

BOPF collects the contact details, date of birth and equality data of older people over the age of 55 who live in Bristol and sign up to become BOPF Members. BOPF also collects contact details of supporting individuals who like to receive information about the work we do and our Partnership work with the Bristol City Council, The Care Forum, Bristol Multi-Faith Forum, Centre for Deaf and Hard of Hearing People, OTR Freedom, WECIL, Age UK Bristol and Bristol Ageing Better.

BOPF relies on users to say if the information is incorrect or out of date and if any alterations need to be made. If you do not want us to process your information and use it as detailed in this policy, you can ask us to remove or alter your details at any time, as described below.

#### **What is personal data?**

Some information we collect about you is personal data. As used in this Policy, "personal data" is as defined in the General Data Protection Regulation 2018 and any successor legislation. Personal data includes any information which we hold about you that identifies you as an individual. This includes your name, postal address, email address, telephone number and date of birth.

#### **Why do we need your personal data?**

We will only process your personal data in accordance with applicable data protection and privacy laws. We need certain personal data in order to send you our BOPF Newsletter and any further information about the work we and our partners undertake. If you become a member, you will be asked to give your consent and agree to provide this information to us. This consent provides us with the legal basis we require under the applicable laws to process your data. You maintain the right to withdraw such consent at any time. If you do not agree to our use of your personal data in line with this Policy, please do not become a Member or Supporter.

Bristol Older People's Forum CIO is registered in England and Wales

Registered Office: Canningford House, 38 Victoria Street, Bristol, BS1 6BY

Registered Charity Number: 1162616

This information helps BOPF to:

- Send members our BOPF Newsletter
- Provide users with information about our Partnership work with the Bristol City Council, The Care Forum, Bristol Multi Faith Forum, WECIL, Age UK Bristol and Bristol Ageing Better.
- Provide our members with information about events including Bristol city Council Consultations and Open Forum meetings, which might be of interest.
- Analyse who are our members and supporters for monitoring and future planning purposes.

### **Collecting Your Personal Data**

On providing us with your personal data, you will be asked to give your consent for us to retain your personal data in our database. You have the right to have your data removed and terminate your membership at any time. For removal of data please email: [bopfadmin@ageukbristol.org.uk](mailto:bopfadmin@ageukbristol.org.uk) or call 0117 9279222.

### **Information You Give Us**

This includes personal data:

- You provide when becoming a member and a BOPF membership form is filled out by either post, phone, email or handed in to us at one of our events such as our BOPF Open Forum meetings or at one of our BOPF stalls. This information includes your name, postal address, telephone number and date of birth. It can also include your email address.
- You provide when you ask us to add you to our supporters mailing list. This information includes your name, email address and organisation and can also include a postal address.
- That may be contained in our newsletter in the form of a photograph, comment, news article, or other content or submission you send via email, or that you ask a BOPF member of staff to do so on your behalf (this will only ever be shared with your consent);
- You provide when signing the register at our Open Forum meetings. This information includes your name address and email address and is gathered for monitoring purposes.

### **Using Your Personal Data**

We may use your personal data as follows:

- To send you our BOPF Newsletter
- To send you information about the work we do and the work our Partners do.
- To respond to your comments and questions;
- To send you administrative information regarding your membership;
- With your consent, to send you promotional emails about upcoming activities and other news, including information about products and services offered by us and our

partners. You may opt-out of receiving such information at any time – such emails tell you how to “opt-out”;

- As we believe necessary or appropriate to comply with applicable laws, lawful requests and legal process, including to respond to requests from public and government authorities, to enforce our Policy, and to protect our rights, privacy, safety or property, and/or that of you or others;
- To analyse our impact and how well we are reaching our aims;
- As described in the “Sharing of your Personal Data” section below.

### **Sharing Your Personal Data**

We may share your personal data as follows:

- We have to supply your name and postal address to our mailout company Bascom Ltd who post our BOPF newsletter to you.

### **Third Party Sites**

Our Site and services may contain links to third-party websites and features. This Policy does not cover the privacy practices of such third parties. These third parties have their own privacy policies and we do not accept any responsibility or liability for their websites, features or policies. We recommend you read their privacy policies before submitting any data to them.

### **Location and accessibility of data**

Information is stored on the secure servers of Age UK Bristol in the UK and the appropriate measures have been implemented to protect it from improper access, destruction, tampering and loss. Data held by BOPF is accessible to BOPF staff only. BOPF has an internal data protection policy which requires staff and contractors to not share information outside of BOPF unless required to do so by law.

### **Security**

We seek to use reasonable organisational, technical and administrative measures to protect personal data within our organisation.

### **Data retention**

In order to comply with the Charitable Incorporated Organisation regulations 2012 member's details must to be kept for 10 years after the person ceases to be a member. This includes the name, postal address, date of becoming a member and date of ceasing to be a member.

The mailout company Bascom Ltd we use to mail out BOPF Newsletters retains our members contact details for 6 months on secure servers after the mailout then deleted using the Gutmann standard.

### **Sensitive Personal Data**

We sometimes carry out membership surveys in order to understand who our members are. Sensitive personal data collected in this way is kept anonymous (as it does not include the name or contact details) and it includes information related to racial or ethnic origin, political opinions, religion beliefs, physical and mental health and sexual life.

## **Your Rights**

### **Object**

You have the right to object to any processing of your data at any time.

### **Opt-out**

You may contact us anytime to opt-out of:

- Being a BOPF Member.

### **Access**

You may access the information we hold about you at any time by contacting us directly using the contact details at the bottom of this page.

### **Amend**

You can contact us to update or correct any inaccuracies in your personal data. We remind users that it is their responsibility to maintain the accuracy of information we hold about them or tell us about any issues. We are not liable for any damages caused by the information you get from our site or any connections made to it.

### **Erase and forget**

You have the right to request we erase any information you no longer want us to hold. This erasure will mean you will no longer receive our BOPF Newsletter and any information relating to the work we do.

If you wish to exercise any of the rights detailed above, please take the required action yourself by contacting us using the details in the "contact us" section below. In your request, please make clear the following:

- What personal data is concerned;
- Which of the above rights you would like to enforce.

## **Contact Us**

We welcome your comments or questions about this Policy.

You may contact us at: Address: BOPF c/o Age UK Bristol, Canningford House, 38 Victoria Street, Bristol, BS1 6BY, email: [bopfadmin@ageukbristol.org.uk](mailto:bopfadmin@ageukbristol.org.uk), telephone: 0117 927 9222

## **IMPLEMENTATION**

Implementation date: April 2019, Review date: September 2022

## **REVIEW OR AMENDMENTS TO POLICY**

### **Policy change**

(detail whether the policy has been reviewed or amended)

Reviewed by **BOPF Finance & Administration Manager: Yolanda Pot** **Date: 3 Sept 2020**

Signed by Ian Bickerton, BOPF Chair, 3 September 2020

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Registered Charity Number: 1162616