

## GDPR PRIVACY POLICY

**Joy Sinclair, Age Confident**

**Tel: 07786615078 Email: [info@age-confident.com](mailto:info@age-confident.com)**

This policy document explains how and why I collect personal data about you

### **What information do I record?**

- Contact details including name(s), telephone number, postal address and email address
- Demographic information, such as gender, date of birth and occupation
- Medical and lifestyle information, to be used if I am producing an individual personal action plan etc.

### **Why do I need all of those details?**

Having the above details will ensure that the information and advice I give you is appropriate to your condition and current state of health.

You do not have to share your personal data with me, but if you do not, it will be more difficult for me to give you the correct and up to date information and advice.

### **How long will I keep your information?**

Your information will be stored for 7 years after the date of your last communication.

### **Marketing**

With your permission only, I may use your data for marketing purposes: this may include contacting you by your chosen method(s): telephone, email or post. All contacts must opt-in to receive such marketing, and the opportunity to do so will be offered during our first communication. I will not send you any unsolicited marketing or spam and will take all the necessary steps to ensure that I fully protect your rights and comply with my obligations under the GDPR and Privacy and Electronic Communications Regulations 2003.

### **Who can I complain to if I feel my data is not being handled correctly?**

If you have any questions regarding this privacy policy or any information that I have on you, please contact me via the contact details at the top of this page. You have the right to complain if you feel that I am handling your data incorrectly; please contact me as outlined above. If you are unhappy with my response you should then contact the ICO (Independent Commissioner's Office), by contacting them directly or using the following web page <https://ico.org.uk/concerns>