Privacy and Cookies Notice

Ageing Well in Wales

Ageing Well in Wales is hosted by the office of the Older People's Commissioner for Wales, and as such follows the policies and procedures of the office of the Older People's Commissioner for Wales as defined under the Commissioner for Older People (Wales) Act 2006.

Introduction

This Privacy and Cookies Notice tells you what to expect when the Older People's Commissioner (the Commissioner) / Ageing Well in Wales collects, uses, discloses, transfers and stores your personal information.

Please read this notice carefully to understand how we will use your personal information.

1. What information we may collect about you

The information we collect about you depends on why we are dealing with you. We may ask you for information such as your name, email address, postal address, telephone or mobile number, and location. Sometimes we will require you to provide additional personal information e.g. if you suffer from an illness, details of your medical history.

Please be assured that we only ask you for information that we need to be able to undertake the Commissioner's / Ageing Well in Wales' work.

We may collect information about you in the following circumstances:

If you call us

When you call us we will collect information about you. We use this information in a number of ways including making a record of your call so that we can manage your query. We may also keep a record of the call for training or monitoring purposes. We may need to share your information with other organisations in order for us to be able to deal with your query. We will usually tell you if it is necessary for us to pass information on to other organisations.
If you ask the Commissioner / Ageing Well in Wales to assist you

We hold details of the people who request the Commissioner to use her powers to provide assistance such as:

- putting you in touch with organisations best placed to resolve your issue;
- intervening directly if you have been experiencing difficulties with a public service provider that you cannot resolve locally; or
- supporting you to make a formal complaint and monitoring how your complaint is dealt with.

Visitors to our website

We will automatically collect certain information when you visit our website. Please see the paragraph 8 below in relation to Cookies.

Information we receive from others

In some circumstances we may receive information about you from someone you have nominated to act on your behalf (for example, by way of a power of attorney, or you have specifically authorised them to contact us).

2. How we will use your information

We will only use your personal information when the law allows us to.

Examples of how your information will be used including the following:

- by the Protection and Scrutiny Team to contact you deal with your request and enquiries;
- to allow the Commissioner / Ageing Well in Wales to carry out their work;
- to inform the management of the Commissioner's casework; and
- in aggregate (so that no individuals can be identified) to inform the Commissioner's policy function / Ageing Well in Wales strategy by identifying emerging issues and trends.
• To ensure that the content of our website is presented in the most effective manner.

3. Contacting you

We will use your contact information to send you important information via letters, emails or otherwise to telephone you.

We may also use the information we hold about you to send you copies of our newsletters or details of engagement activities to ensure that older people know what the Commissioner / Ageing Well in Wales does and how they do it. We may contact you in this way by post or by email, but will only do so where you have agreed to this. If at any time you change your mind about wanting to be contacted in this way please contact us to let us know (see paragraph 9 below for our contact details).

4. Sharing Information with Third Parties

We may share your information with:

• providers that may provide services on our behalf (for example, IT and system administration services)

• professional advisers including lawyers and auditors who provide consultancy, legal or accounting services;

• a third party organisation where it is necessary to do so to allow the Commissioner / Ageing Well in Wales to undertake their work. In these circumstances, we tell you who that third party is and why we need to share the information.

Otherwise, we will not share your information with any third party unless:

• we have your permission to do so; or

• we are required to do so by law.
5. The Commissioner's / Ageing Well in Wales’ legal basis for collecting, holding and using your information

Data protection laws set out various lawful bases which allows the Commissioner to collect, hold and use your personal information:

- To allow the Commissioner / Ageing Well in Wales to undertake their work in accordance with her functions as defined in Commissioner for Older People (Wales) Act 2006;

- Where the Commissioner / Ageing Well in Wales are under a legal or regulatory obligation;

- Where it is necessary for the Commissioner's / Ageing Well in Wales’ legitimate interests. We will only do so where these interest are not overridden by the interest and fundamental rights or freedoms of the individuals concerned;

- We sometimes use your personal data based on your consent. We will always tell you where this is the case and ask you to agree before we process your information. You can withdraw your consent at any time. If you wish to do so please contact us (details below).

6. Security and storage

Your information will not be transferred outside of the European Economic Area.

We will take all reasonable steps to ensure that your data is treated securely and in accordance with this privacy policy.
How long will we keep your information

We will only keep your information for as long as it is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

If you have contacted us with a request or an enquiry, unless we use our statutory powers as set out below, we will retain your details for a period of 5 years from the date we have concluded your matter.

If we use our statutory powers under section 3 (Review of discharge of functions) or section 5 (review of arrangements) under the Commissioner for Older People (Wales) Act 2006 we will keep our details permanently.

7. Your rights

Under data protection laws, you have rights in relation to your information. You have the right to request from us a copy of the information we hold about you.

If we are processing on the basis of your consent, you can withdraw that consent at any time.

Additionally, you will have additional rights to request from us that:

- any inaccurate information we hold about you is corrected
- your information is deleted
- we stop using your personal information for certain purposes
- your information is provided to you in a portable format

Many of the rights listed above are limited to certain defined circumstances and we may not be able to comply with your request. We will tell you if this is the case.

If you make a request, we will need you to prove your identify with 2 pieces of approved identification (such as a passport and a utility bill no older than 3 months). Once we have this, we will aim to respond to you within one month.

Normally we will not charge you a fee for dealing with your request for a copy of personal information. There may be some circumstances when
the law allows us to charge a fee. We will tell you if this is the case at the
time of your request.

If you wish to exercise any of your rights, please contact the Data
Protection Officer (contact details are found below).

8. Cookies

The Older People’s Commissioner for Wales’ / Ageing Well in Wales
websites use cookies to ensure functionality and to improve the overall
user experience when browsing our website.

Cookies are small text files placed on your device when you visit
websites. They are often used to remember preferences, make websites
work more effectively or to collect trend patterns and information from
visitors.

The cookies in use on this website are listed below:

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Cookie</td>
<td>ASP.NET_SessionId</td>
<td>These cookies store temporary information to enable site functionality. These are deleted when you close your browser.</td>
</tr>
</tbody>
</table>

Third Party Cookies

Third Parties serve cookies via this website. They are used to integrate
services from other providers onto the Commissioner’s / Ageing Well in
Wales websites. We use platforms such as YouTube videos and social
media plug-ins for visitors to view, interact with and share our content.

These cookies will only be stored on your device when you interact with
these elements. These third parties may store cookies on your device
when you are redirected to their website. Cookies obtained via third
party websites are not the responsibility of the Older People’s
Commissioner for Wales’ / Ageing Well in Wales websites. For more
information please view the third party’s own Privacy Notice.
Third party cookies in use on this website:

<table>
<thead>
<tr>
<th>Third Party</th>
<th>Cookie</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>YouTube</td>
<td>VISITOR_INFO1_LIVE, GEO, PREF</td>
<td>Enables you to view embedded videos on our website</td>
</tr>
</tbody>
</table>

**Google Analytics**

We use Google Analytics to collect information about how users navigate and interact with our website.

We use this information to monitor trends, compile reports and look for ways to improve our content and website structure. These cookies collect anonymous information from users and help us by collating the number of visitors to the site, how they came about to our website and what pages they visited.

To do this, Google Analytics sets the following cookies on a visitor’s device:

<table>
<thead>
<tr>
<th>Cookie</th>
<th>Purpose</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>__utma</td>
<td>Used to determine unique visitors to our website</td>
<td>2 years from set/update</td>
</tr>
<tr>
<td>__utmb</td>
<td>Used to establish unique session intervals and helps us determine page visits and duration of each visit</td>
<td>30 minutes from set/update</td>
</tr>
<tr>
<td>__utmz</td>
<td>Used to identify referrals and entry methods used to access our website</td>
<td>6 months from set/update</td>
</tr>
</tbody>
</table>

For specific instructions on how to manage cookies, visit [Direct Gov: Managing Cookies](https://www.direct.gov.uk/en/Schools/UnderstandingAndManagingCookies/Pages/default.aspx)
9. Contacting us

If you have any questions or comments about this Privacy and Cookies Notice, please contact our Data Protection Officer (details below).

Write to:

Data Protection Officer
The Older People’s Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Email: ask@olderpeoplewales.com

Phone: 08442 640670

If you have a complaint that we cannot resolve, you have the right to complain to the Information Commissioner’s Office, which is the statutory regulator for data protection matters. The Information Commission can be contacted at https://ico.org.uk/concerns/.

10. Links to other websites

This website contains links to other websites. This privacy notice only applies to this website so when you link to other websites you should read their own privacy policies.

11. Changes to this privacy notice

We keep our privacy policy under regular review and we will place any updates on this page.