

Age Concern Bermuda (ACB) – Consolidated Privacy Policy

Effective Date: March 5th, 2021

Updated: December 19th, 2024

Purpose

This Privacy Policy explains how Age Concern Bermuda collects, uses, and manages personal information from clients, donors, business partners, employees, and other stakeholders, including your use of our website and any direct interactions with us.

What Personal Information We May Collect:

- **Identification Details:** Name, date of birth, gender.
- **Contact Information:** Address, phone number, email.
- **Membership and Donation Details:** Membership status, history, donations, and receipts.
- **Volunteer Information:** Roles, preferences, and history.
- **Sensitive Information:** Health or disability details when necessary.
- **Communication Preferences:** How you prefer to be contacted.

How We Collect Information

- Directly from you (e.g., via website, events, surveys, or phone calls).
- Third parties (e.g., social service referrals).
- Publicly available sources.

Legal Basis for Processing Your Personal Information

We process your personal information based on the following legal grounds:

- **Consent:** You have given us consent to use your personal information for specific purposes (e.g., receiving marketing communications).
- **Contractual Necessity:** The processing is necessary to fulfill our contractual obligations with you, such as membership or donation management.
- **Legal Obligation:** We may process your information to comply with our legal obligations, such as financial reporting and tax requirements.

- **Legitimate Interests:** We may process your personal information for legitimate interests, such as to manage our charity's operations and communicate with you about relevant activities.

How We Use Your Personal Information

Your information may be used to:

- **Membership Management:** To process and maintain your membership, including providing updates, renewing memberships, and managing records.
- **Fundraising and Donations:** To process your donations, provide receipts, and keep you informed about our activities.
- **Events and Activities:** To manage your participation in events, programs, and initiatives.
- **Communication:** To send you newsletters, updates, and other communications regarding our activities, services, and events (you may opt out at any time).
- **Legal and Regulatory Compliance:** To comply with our legal obligations, including tax and financial reporting requirements.

We may share your information with trusted third parties, such as:

- Service providers (IT, payment processing, marketing).
- Social services to enhance assistance.
- Legal authorities, as required by law.

Storage and Security

- Personal data is securely stored in electronic databases or physical facilities.
- Sensitive information is segregated and accessed only by authorized personnel.
- We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, or as required by law. When we no longer need your information, we will securely dispose of it.

Your Rights Under PIPA

Under Bermuda's Personal Information Protection Act (PIPA) 2016, you have the right to:

- Access, correct, or delete your information.
- Withdraw consent for data processing.
- Object to processing in certain cases (e.g., marketing).

Making a Complaint

If you believe your privacy rights have been violated, contact our Privacy Compliance Team. If unresolved, you may escalate to the Office of the Ombudsman for Bermuda:

- **Phone:** (441) 296-6541
- **Email:** info@ombudsman.bm

Changes to This Policy

ACB may update this policy to reflect changes in practices or legal requirements. The latest version is always available on our website.

Contact Our Privacy Compliance Team for Privacy Concerns or Requests

If you require any further information from us on privacy matters, please contact our Privacy Compliance Team via:

Tel: 1 (441) 238-7525

Email: info@ageconcern.bm