

## **PRIVACY POLICY**

Protecting your personal information is extremely important for a charity like ours, as our applicants trust us to look after sensitive information on their finances and their personal circumstances.

The way we collect and share your information is equally important. Our applicants expect us to manage their information privately and securely. If we don't, they'll lose their trust in us.

This policy tells you how we collect and process your personal information. Please take a few minutes to read it, and show it to anyone else assisting you with your application.

### **What is personal information?**

When we talk about personal information we mean information about an individual that can identify them, like their name, address, email address, telephone number and financial details. Any reference to "information" or "data" in this policy is a reference to personal information about a living individual.

### **What information do we hold?**

We may collect and process the following personal information about you:

- Who you are
- Where you live
- How to contact you
- Age
- Gender
- Family details
- Financial details
- Medical condition

### **Where do we get our information from?**

Information you give us directly (when you contact us by phone, email etc.). Information we collect about you or receive from other sources.

### **How do we use your information?**

We use personal information that we hold about you:

- To fully consider your application.
- To comply with any applicable legal or regulatory requirements
- To run our charity in an efficient and proper way. This includes managing our financial position, planning, communications, corporate governance, and audit.
- For any other purpose that we've agreed with you from time to time.

We will not sell your data to third parties for them to market to you.

Data protection laws require us to meet certain conditions before we're allowed to use your personal information in the way we describe in this privacy policy. We take these responsibilities extremely seriously.

To use your personal information, we'll rely on the following conditions, depending on the activities we're carrying out:

Providing our service to you: We'll process your personal information to carry out our responsibilities in consideration of your application.

Complying with applicable laws: We may process your personal information to comply with any legal obligation we're subject to.

Legitimate interests: To use your personal data for any other purpose described in this privacy policy, we'll rely on a condition known as "legitimate interests". It's in our legitimate interests to collect your personal data as it provides us with the information that we need to process your application more effectively.

Special category (sensitive) data: Where you have consented, we will process any medical & health information you have provided, and any other sensitive information obtained from a third party (e.g. a carer or other organisation contacting us on your behalf), solely for the purposes of allowing us to process your application.

Please be aware that the personal information you provide to us, and which we collect about you, is required for us to be able to process your application and without it we may not be able to do so.

#### **How long do we keep your information for?**

We'll keep your personal information in accordance with our internal retention policy, which is normally for five years. We'll only keep your personal information after this period if there's a legitimate and provable business reason to do so.

#### **Who do we share your personal information with?**

Normally applications will be considered by all Trustees. We may provide your contact details to third party suppliers of goods & services following a successful application for a grant.

We'll take all reasonably necessary steps to make sure that your data is treated securely and in accordance with this privacy policy.

### **Your rights**

You have rights under data protection law that relate to the way we process your personal data. More information on these rights can be found on the Information Commissioner's website. If you wish to exercise any of these rights, please get in touch with the Charity.

Your rights

1. The right to access the personal data that we hold about you.
2. The right to make us correct any inaccurate personal data we hold about you
3. The right to make us erase any personal data we hold about you. This right will only apply where for example):
  - We no longer need to use the personal data to achieve the purpose we collected it for
  - You withdraw your consent if we're using your personal data based on that consent
  - Where you object to the way we use your data, and there is no overriding legitimate interest
4. The right to restrict our processing of the personal data we hold about you. This right will only apply where for example: You dispute the accuracy of the personal data we hold
5. The right to object to our processing of personal data we hold about you (including for the purposes of sending marketing materials to you).
6. The right to receive personal data, which you have provided to us, in a structured, commonly used and machine-readable format. You also have the right to make us transfer this personal data to another organisation.
7. The right to withdraw your consent, where we're relying on it to use your personal data.

### **Contacts and complaints**

If you have any questions about this privacy policy or wish to exercise any of your rights please contact the Charity.

If you have any concerns about the way we process your personal data, or are not happy with the way we've handled a request by you in relation to your rights, you also have the right to make a complaint to the Information Commissioner's Office. Their address is First Contact Team Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF