

Hampton Fuel Allotment Charity

PRIVACY NOTICE

1. Personal information we collect about you

In order to process your grant application, we have a legitimate interest in collecting and processing personal and sometimes sensitive information about you. We will only ask you for the information we need and will treat it as confidential.

We may receive information in support of your application from a third party (such as your support worker or child's school) which we may add to the information we already hold about you.

2. How we may use your personal information

We will use your personal information in accordance with this privacy notice and our data protection policy and procedures. If you give us information for a particular reason in connection with your application, it will only be used for that purpose.

3. Disclosing and sharing your personal information

We will only share your personal information with another organisation (e.g. name, address and account details to energy supplier) to help us process your grant application and payment, or if we are required by law to do so.

4. Keeping your information secure

The Charity is committed to ensuring that your information is securely held. We manage, maintain and protect all information according to legislation, our policies and best practice. We have security measures in place to maintain and safeguard the confidentiality, integrity and availability of our systems and data. All information is stored, processed and communicated in a secure manner, with those authorised to use it. When your application has been processed, supporting documents are returned to you if requested and a SAE enclosed, otherwise the supporting documents are shredded. All applications are shredded after seven years. Information held on our database will be deleted if we have not heard from you after ten years.

5. Your rights and requests for information about you that we hold

You have the right to request access to personal information which we may hold about you. This is known as a *Subject Access Request*. If you wish to exercise this right you should put your request in writing to the Director, Hampton Fuel Allotment Charity, 15 High Street, Hampton, TW12 2SA.

If you're unhappy with how we record and use your information you should follow our complaints procedure, a copy of which is available on request. Should you then remain dissatisfied with any aspect of this privacy policy, you may wish to complain to the Information Commissioner whose address is:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Telephone: 08456 30 60 60 or 01625 54 57 45 or visit the ICO Website <https://ico.org.uk/for-the-public/>