

## Privacy policy

### **What is this policy for?**

This privacy policy tells you how the Glasspool Charity Trust collects and uses personal information about individuals. We collect information about individuals who may benefit from our financial support, those who have received one of our grants, and information about our staff and directors who manage the Trust.

### **What is the Glasspool Charity Trust?**

We are a grant giving charity that provides financial help to individuals in financial need who meet our criteria, subject to available funding. We make one-off payments to individuals through their support worker to help them in relation to a particular need, for example household items or clothing.

### **What personal information do we process?**

We collect some financial information and may also collect health and other information about an individual's circumstances in order to assess a grant application submitted on an individual's behalf.

We will need to know an individual's name, address, telephone numbers and/or email address so we can:

- check that an individual's application is eligible (we can only consider an application for an individual once every three years)
- deliver the item approved by one of our suppliers

We only keep this information for as long as we need to for the purpose of the application. We make sure we keep the information secure and comply with legal rules that are in place so we can process this information safely. If we process personal information about you, we are willing to:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to; and
- let you have a copy of it (if you ask us).

If you want a copy of the personal information we hold about you, you should write to us (at the address below). We will provide a response to you within a month of receiving your request.

### **How do we process personal information?**

In most cases, we receive personal information from your support worker, but with your knowledge and full consent. All applications must be made through our online application system which is protected by a range of security measures, so only those who are authorised to see the information are able to access it.

### **Do we pass personal information to anyone else?**

Yes, sometimes, but only if we need to for the purposes of carrying out our activities. For example, we buy goods such as washing machines and cookers from external suppliers who will need your name and contact details so that they can deliver these items to you.

We may also share your information with other charities who could assist with your application, or who are currently helping you, to enable us both to make a decision regarding assistance. This will only be done with your explicit consent.

We will not disclose personal information about your health to anyone else unless we have your explicit consent.

There are other legal reasons where we may need to pass personal information to a public body. For example, we may be asked to pass information to law enforcement agencies, to investigate a crime.

### **Do we use personal information for marketing?**

We will only use personal information to promote the Trust with explicit consent from you.

### **Visitors to our website**

When someone visits [www.glasspool.org.uk](http://www.glasspool.org.uk) we use Google analytics to collect standard log information about them and general details of visitor behaviour patterns. We do this to find out how many people visit the site. We collect this information in a way that does not identify anyone. We do not seek to link that information to anyone or use it in any other way.

### **Do we use cookies?**

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or to provide information to the owners of a website about how it is being used by visitors to that website. We use cookies only as part of Google analytics, to see if someone has viewed our website previously.

## How can you contact us?

If you think the personal information we hold on you is inaccurate, or out of date, please contact us to let us know so that we can correct it. You can contact us by email at [grants@glasspool.org.uk](mailto:grants@glasspool.org.uk) or by post to:

Data Protection Officer  
Glasspool Charity Trust  
Saxon House (2<sup>nd</sup> Floor)  
182 Hoe Street  
Walthamstow  
London  
E17 4QH