

# Privacy Statement

## What is the R L Glasspool Charity Trust?

We are a charity that provides financial help to individuals facing tough times. We award one-off grants to individuals for essential items for daily living. We accept online grant applications submitted by support workers working with individuals.

## What is this statement for?

We recognise that your privacy is very important and so we want you to be confident with the way we handle any personal information (data) you provide to us. The purpose of this privacy statement is to tell you how the R L Glasspool Charity Trust collects, processes and holds your data in line with current legislation and to outline your rights in relation to your data. There are two main types of data that you may give us:

**Personal data:** This includes any details that identifies you personally, such as your name, address, email address or telephone number etc.

**Special category personal data:** This includes your racial or ethnic origin, sexual orientation and health.

## Legislation and the lawful basis for holding your data

Under the Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679 (GDPR), R L Glasspool Charity Trust is defined as the Data Controller and we have a legal duty to protect any data we collect from you. We have systems in place to safeguard your details and keep to strict security standards to prevent unauthorised access to it.

## The lawful basis for holding your data

We collect personal data about you and other members of the household (including special category personal data) so we can assess your grant application. The legal basis we use to collect special category personal data from you is obtaining your explicit consent. For the other personal information we collect from you, we have established that it is necessary for our legitimate interest to do this in order to assess your grant application. If you would like some more information about this, please contact Glasspool's Data Protection Lead (contact details provided below).

We also ask for your consent to provide your contact details to our suppliers of household items in order that they can deliver items to you if your grant application is successful. When making a grant application you will be asked to read and complete our consent form. This includes obtaining your consent to collect special category personal data about you and other members of your household, as well as consent to provide suppliers of household items with your contact details.

Your support worker will then upload the completed consent form to our online system and then complete and submit your grant application, which is protected by a range of security measures, so only those who are authorised to see the information are able to access it.

We also ask for your consent to hold your data for research and evaluation purposes. In most cases, this will be data about Glasspool applicants as a group, without any personally identifying information. This may also include Glasspool contacting you individually to take part in research (e.g. satisfaction questionnaires) where limited personal information may be asked. In some cases, however, we may want to contact you as part of research that aims to demonstrate the impact of our grant giving. If we contact you for those purposes, we will ask for your explicit consent to do so. This is a separate second request to the request for consent when you make an application for a grant.

In some cases we may want to share your story with others to demonstrate the impact of our grant giving. If we contact you to share your story, we will ask for your explicit consent to do so. This is a separate second request to the request for consent when you make an application for a grant.

You are under no statutory or contractual obligation to provide personal data about you and other members of your household and you can withdraw consent at any time. However, we will not be able to read and process your application unless we receive a completed R L Glasspool Charity Trust consent form. If you choose to withdraw your consent, this will not affect the lawfulness of our processing of the personal data on the application form up to that point

### **How we collect personal data**

We will collect your personal data via your support worker, who will complete and submit an online grant application on your behalf. Sometimes you may be with the support worker when they complete the application, or you may have given the support worker the information on another occasion.

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

When we receive an application on your behalf we need to check your eligibility for one of our grants. This will require us to review some personal information and sometimes some special category personal information about you and other members of your household. This information helps us decide if we can award a grant and if we can, what we will award the grant for. For example, you may need to tell us about your or another member of the household's physical health (as we can only provide a grant for flooring where someone has a mobility or health need for flooring) or we may need to know about members of your household, so we can determine what size of electrical appliance you need.

We only ask for enough information to enable us to make a decision about your grant application and to enable you to receive your grant item or financial support to obtain that item. The range of information we ask for includes:

- Your name
- Details of the people in your household, including age and any health needs
- Your age, gender and ethnicity and family status
- Your address, telephone numbers and/or email address
- Personal or mental health

## How long we hold your data

We only keep this information for as long as we need to, for the purpose of the application and for auditing purposes this is seven years. After seven years we will no longer keep identifiable personal information.

## Do we pass your data to anyone else?

Yes, sometimes, but only if we either need to for the purposes of carrying out our activities or if we are required to do so by law. We engage the services of suppliers in order to provide you with the grant items you have applied for e.g. beds and bedding, appliances and furniture. Our current suppliers for such household items are:

- AO Retail Limited (supplier of household items)
- Dreams Ltd (supplier of household items)

Occasionally we may need to change these suppliers. If this happens and you are expecting to receive a grant item from us, we will let you know who the new supplier will be. We will also keep this privacy statement up to date to show who our current suppliers are. The other agencies we may need to share your data with to enable us to undertake grant-making activities are:

- our suppliers of IT services
- our suppliers of financial services e.g. our accountants and auditors

## Funding partner – The Smallwood Trust

From 1<sup>st</sup> November 21 to 30<sup>th</sup> June 22, Glasspool have entered into a funding partnership with [The Smallwood Trust](https://www.smallwoodtrust.org.uk/about) <https://www.smallwoodtrust.org.uk/about>. If you receive a grant from Glasspool **and** The Smallwood Trust, The Smallwood Trust may ask to review the information we hold about you for monitoring and auditing purposes. We will not provide this information unless expressly asked by The Smallwood Trust for these purposes.

## Do we use personal information for marketing?

Only if we have obtained your explicit consent.

## 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, 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.

## Your rights to the data we hold about you

You have a legal right to see a copy of the personal and special category data we hold about you and to require us to correct any inaccuracies, subject to certain exemptions. Overall, you have the following rights:

1. The right to **be informed** about our processing of your personal and sensitive data.
2. The right to **request access** to your personal and sensitive data and information about how we process it.
3. The right to **rectification**, to have your data corrected if its inaccurate and to have incomplete personal and sensitive data completed.
4. The right to **have your personal and sensitive data erased** (also called the right to be forgotten).
5. The right to **restrict processing** of your personal and sensitive data.
6. The right to **move, copy or transfer your personal and sensitive data** (also called 'data portability')
7. The right to **object** to processing of your personal data.
8. Rights in relation to **automated decision-making** including profiling.

Please write to us or email us at the addresses below if you require:

- access to the data we hold about you
- would like the data to be corrected, or further information included
- do not want us to hold your personal data any longer
- restrict us processing your data; or
- believe that there are no legitimate grounds for processing your data

Further information about what these rights mean for you can be found on the Information Commissioners website: [ico.org.uk](https://ico.org.uk)

## How can you contact us?

If you want a copy of the personal information we hold about you, have any questions about this statement, or wish to discuss your data, please contact our Data Protection Lead. We will provide a response to you within a month of receiving your request. You may contact us in the following ways.

by email:      [grants@glasspool.org.uk](mailto:grants@glasspool.org.uk)

by phone:      020 3141 3161

by post :      Data Protection Lead  
Glasspool Charity Trust  
Saxon House (2nd Floor)  
182 Hoe Street  
Walthamstow  
London  
E17 4QH

## **Complaints**

If you wish to complain to the R L Glasspool Charity Trust then please write to us or email us at the contact details listed above. If you are still not satisfied with the way your complaint was handled, you can refer your complaint to UK Information Commissioner's Office. <https://ico.org.uk/concerns/>

## **Changes to this privacy statement**

We keep our privacy notice under regular review. This privacy notice was last updated November 2021. If we make any substantial changes, we will notify you.