



## **KINGS LYNN & WEST NORFOLK BOROUGH CHARITY (KLWNBC) PRIVACY POLICY**

We care about the privacy of our Applicants and their Endorsers, and this Policy explains how we deal with your personal information.

In this policy 'you' and 'your' refers to the applicant for a grant from KLWNBC.

### **1. What type of information does KLWNBC collect about you?**

We collect certain personal information about our applicants which allows us to identify you as an individual and which is about you. When you make an application to the KLWNBC we will collect your name, contact details, date of birth, various family details, and details about your financial situation and request.

We will also collect the name and contact details of your Endorser.

We limit our use of information which allows us to identify you as a named individual to the details we need to assess and administer an application.

We will only collect any sensitive personal information from or about you if it is freely provided by you or your Endorser in order to allow us to understand and fairly assess your application.

We may store your personal information in both electronic and/or hard copy format.

### **2. How does KLWNBC collect your personal information?**

We will normally collect personal information directly from you when you volunteer it to us, or when an Endorser (such as a support worker) gives it to us on your behalf.

### **3. Why does KLWNBC use your personal information?**

KLWNBC will use your personal information for a variety of purposes. Normally, this will simply be to assess and administer your application for a charitable grant. Other uses of personal information will be to ensure that KLWNBC can meet its legal, regulatory and good governance obligations, such as meeting accounting or insurance requirements.

In carrying out the above, KLWNBC processes your personal data in a variety of ways, each of which may have a different legal basis, which you will be informed of at the point where we collect your information. We may process your personal data because:

- It is necessary for the performance of a contract to which you are a party (e.g. to arrange payment for and/or delivery of the goods or services requested in your application)
- It is necessary for the legitimate interests of KLWNBC (e.g. to assess whether your application qualifies for a grant, and to protect the assets of KLWNBC in accordance with charity law)

### **4. Does KLWNBC share personal information with third parties?**

Your personal information will be made available to those of our Trustees who need to see it in order to perform their functions/roles/responsibilities at KLWNBC in respect of the assessment and administration of your application.

We may also share personal information with the Trustees of KLWNBC as needed for reasonable management, analysis, planning and decision making.

Where thought necessary by KLWNBC, in limited cases, your personal information may also be shared with other people and organisations outside KLWNBC to the extent permitted or required by law, such as:

- government authorities, law enforcement, and other regulatory authorities where required or permitted by law, and for tax or other lawful purposes;
- external parties in response to legal process, and when required to comply with laws, to respond to an emergency, or to enforce our agreements, policies, rules and terms, or to protect the rights, property or safety of our staff, customers, and other users of our services;
- parties to whom you authorise us to release your personal information; and/or
- other entities in the event that we are involved in a reorganization, divestment, merger or sale of any of our organisation and/or assets.

Beyond this we do not share your personal information with third parties

### **5. Will KLWNBC send your personal information overseas?**

All of our data processing takes place in the UK.

### **6. What are your choices relating to contact from us?**

We may contact you (or your Endorser) with information in relation to your application, or in response to a query received from you. Please note that you will not be able to unsubscribe from this kind of administrative communi-



cation unless you withdraw your application.  
KLWNBC will not use your contact details to send you marketing material.

### **7. How does KLWNBC keep your personal information safe?**

KLWNBC takes steps to seek to protect the security of your personal information, in accordance with our legal obligations, both in hardcopy and electronic form.

Please note that we cannot guarantee the security of any transmission of personal information over the Internet. Communications sent over the Internet, such as emails, are not necessarily secure. While we strive to protect your personal information, we cannot guarantee the security of any information transmitted to us over the internet. Therefore, please do not submit personal information to us online unless you accept the security risks of doing so.

### **8. What are your rights in relation to your personal information?**

You have a number of legal rights in relation to your personal information.

You are entitled to:

- request copies of, and/or access to your personal information;
- request that your personal information be corrected where inaccurate or incomplete; and
- request that your personal data be deleted (or that we stop using your personal data) where it is no longer necessary.

In some cases, these rights are subject to certain conditions and limitations. If you would like more details about these rights, or to exercise any of your rights, please contact KLWNBC in writing at:

Kings Lynn & West Norfolk Borough Charity

The Secretary, Bank House, Middle Drove, Marshland St James, Norfolk, PE14 8JT

Email: [andystephensobe@gmail.com](mailto:andystephensobe@gmail.com)

Any request received will be processed within one calendar month of KLWNBC accepting your request.

To help us identify the personal information you are referring to, please include any details that will enable us to locate the relevant personal information.

In order to be sure that your personal information is not disclosed to an imposter, we may require you to provide us with proof of identity before any action is taken or personal information is disclosed.

If you are unhappy with our response to such a request you may then complain to the Information Commissioner's Office (ICO). Details on how to do so can be found on the ICO's website at <https://ico.org.uk/>.

### **9. Retaining your personal information**

We will keep your details on record until we have completely dealt with your application, and then for a reasonable period afterwards, in accordance with data protection and other applicable legislation.

KLWNB Charity may keep your details on record for as long as is necessary for the purposes for which it may use your personal information, as set in Section 3 of this policy. If KLWNBC decides that holding your details is no longer necessary we will securely delete / destroy your details.

In general, we will retain the personal information that you have provided to us for six years after the year in which you submit your application, for the purposes of accounting, audit, analysis, applicant management, and the defence of legal claims.

### **10. Changes to this Privacy Policy**

We may change this policy from time to time to reflect changes in the law and/or our privacy practices. We will update the date at the bottom of this page whenever we do that.

We encourage you to check this policy (and any other policies we have provided to you) for changes, for example when you revisit our websites.

By submitting your personal information to us, you are indicating that you consent to our use of your personal information as described in this policy (as amended from time to time).

### **11. Contact Us**

If you have any questions about this policy, please contact us at:

Kings Lynn & West Norfolk Borough Charity

The Secretary, Bank House, Middle Drove, Marshland St James, Norfolk, PE14 8JT

Email: [andystephensobe@gmail.com](mailto:andystephensobe@gmail.com)