

Lutterworth Town Estates Charity

12 Market Street, Lutterworth, Leicestershire LE17 4EH

Telephone: 01455 559430

Charity Registration Number 217609

PRIVACY POLICY STATEMENT

This privacy policy explains how we use any personal information we collect about you when you use our services. During the course of dealing with us we will ask you to provide us with detailed personal information relating to your existing circumstances, your financial situation and in some cases your family history (Your Information). We would like to explain to you what we will need to do with Your Information, and the various rights you have in relation to Your Information.

What Information Do We Collect About You?

We collect information about you in order to use our services. Your Information means any information which may identify you directly and may include:

- Title, names, date of birth, gender, nationality, civil/marital status, contact details and address.
- Employment and remuneration.
- Sources of income and expenditures, family circumstances, details of dependents and credit commitments.

How Will We Use The Information About You?

We collect information about you to provide you with the assistance that you have requested. We may be required to share your information with our regulators and fraud prevention agencies.

On occasion, we will use Your Information to enable us to meet any contractual responsibilities or for wider compliance with any legal or regulatory obligation to which we might be the subject. If this were to arise we would be processing Your Information in order to meet a legal compliance or other regulatory obligation to which we are subject.

How We Use Special Data

Where you ask us for assistance in terms of a Grant, we may ask you for information regarding your health and medical history (Your Special Data). We will record and use Your Special Data in order to ensure that the Grant Aid meets your needs.

If you have parental responsibility for children under the age of 16 it is very likely that we will record information on the form that relates to those children and potentially, to their Special Data.

How Do We Collect Your Information

We will collect and record Your Information directly from you. You will usually provide information by completing the Grant Aid Form to establish your circumstances, needs and requirements.

What Happens to Your Information When It Is Disclosed To Us?

In the course of handling Your Information we will:

- Record and store Your Information in our paper files and on our computer system (email, hard drives and cloud facilities) and it will be accessed by employees and Trustees within the Charity to provide our service to you and to perform any administration tasks associated with or incidental to that service.
- Submit your information to third parties in order to provide the services that we have offered to you

Please note that this sharing of Your Information does not entitle such third parties to send you marketing or promotional messages: it is shared for the purpose of ensuring that you receive the service that we have offered to you.

We do not envisage that the performance by us of our service will involve Your Information being transferred outside of the European Economic Area.

Security & Retention of Your Information

Your privacy is important to us and will keep Your Information secure in accordance with our legal responsibilities. We will take reasonable steps to safeguard against Your Information being accessed unlawfully or maliciously by a third party, accidentally lost, destroyed or damaged.

We also expect you to take reasonable steps to safeguard your own privacy when transferring information to us, such as not sending confidential information over unprotected email, ensuring email attachments are password protected or encrypted and only using secure methods of postage when original documentation is sent to us.

Your information will be retained by us either electronically or in paper format for a minimum of 6 years or may be indefinitely for certain types of business.

Your Rights To Your Information

You can:

- Request copies of Your Information that is under our control
- Ask us to further explain how we use Your Information
- Ask us to correct, delete or require us to restrict or stop using Your Information (details as to the extent to which we can do this will be provided at the time of any such request)
- Ask us to send an electronic copy of Your Information to another organisation should you wish.

How To Make Contact With Our Firm In Relation To The Use Of Your Information

If you have any questions or comments about this document, or wish to make contact in order to exercise any of your rights set out within it please contact:

The Chairman
Lutterworth Town Estates Charity
12 Market Street
Lutterworth LE17 4EH
Tel – 01455 559430

Email – lutt.tec@btconnect.com

If we feel we have a legal right not to deal with your request, or to action it in a different way to how you have requested, we will inform you of this at the time. You should also make contact with us as soon as possible on you becoming aware of any unauthorised disclosure of Your Information, so that we may investigate and fulfil our own regulatory obligations.

If you have any concerns or complaints as to how we have handled Your Information or Your Special Data you may lodge a complaint with the UK's data protection regulator, the ICO, who can be contacted through their website at <https://ico.org.uk/global/contact-us/> or by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Marketing

Lutterworth Town Estates does not undertake any form of marketing.

Changes to Our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on our web page. This privacy policy was last updated on the 25 May 2018.