

Exeter Dispensary Charity

Privacy Policy

What is the purpose of a Privacy Policy?

Our website is provided so that individual residents of the City of Exeter living with illness/disabilities/financial hardship can apply (via their Advocate or Support Worker) for financial assistance for their day to day needs. In order for us to provide you with our website and consider grants we need to collect personal information about you and those for whom you are making an application. We refer to these individuals as 'applicants' in this Policy.

We want you to use our website and our services safe in the knowledge that any personal information you give us is held in accordance with the law. We have written this Privacy Policy to tell you:

- What personal information we collect when you use the website or apply for a grant
- How we use that personal information
- Who we may share your personal information with
- Any transfer of personal information outside of the EEA
- How long we keep the personal information
- What we do to protect your personal information
- What choices you have in relation to the personal information

This website is owned and operated by Exeter Dispensary Charity, a Charitable Incorporated Organisation (CIO No 1189534) whose registered office is at Ridge Farm, Broadhembury, Honiton, EX14 3LU. If you have any comments or queries about this website please contact our secretary at secretary@exeterdispensary.org.uk.

We last updated this Privacy Statement on 30 November 2022.

Personal Information we collect about you

What information we collect about you

We may collect the following information about you and your applicant:

- your name and address
- your contact details including email address and telephone number
- the information that allows us to process the application you send us as set out in our Application Form (<https://www.exeterdispensary.org.uk/wp-content/uploads/2020/12/Applying-for-Funds-for-Individuals.docx>)
- More detailed information about the applicant (e.g. family circumstances/medical information/financial status) so as to allow us to clarify the application

Personal Information you give us

We may collect personal information about you and your applicant when you:

- Fill in an application form
- Contact us by email or post
- Contact us by telephone

Personal Information we collect automatically

When you visit our website, we may collect certain information automatically such as:

- Your IP address (the name your computer used to identify itself to you)

If you want to know more about how we use cookies, you can find more information [here](#).

How we use your Personal Information

To provide our website, process your request for information or your request for products or services, we may use your information in the following ways:

- to consider the application you have made
- to make a grant if the application is successful
- to comply with our legal obligation or as otherwise as may be required by law or regulation
- to prevent and detect fraud
- to help us develop the website and make it better for all users

Our legal basis for using your information

The law only allows us to use your personal information in certain limited circumstances. We have listed these below and what information they allow us to process.

1.) Where you have consented to us using your personal information

When you submit information to us on our website, we will process that information in order to comply with your application. By making an application you confirm that you have the applicant's specific permission for us to receive and consider the information contained in it.

2.) Where it is necessary for our legitimate interests

We may provide you with information about our grants (unless you tell us to stop).

3.) Where we need to comply with a legal obligation

An example of how we may use your information to fulfil a legal obligation:

- Keeping records for accounting purposes.

Sharing your Personal Information

Other third parties

We may share your information with certain other third parties including:

- Our business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you
- Our website providers who need to see your information in order to keep our website up and running
- Analytics and search engine providers who analyse information about the use of our website

We work with the following organisations:

- <https://www.heartinternet.uk/>
- Microsoft 365 –Email and Microsoft Applications (www.microsoft.com)

Legal Requirements and Law Enforcement

We may also disclose your personal information or that of your applicant to third parties if we are required by law, or in order to ensure the appropriate targeting of our grants. This includes exchanging information with other organisations for the purposes of fraud protection and credit risk reduction

Third Party Privacy Policies

Our website may contain links to websites owned by other organisations. If you follow a link to another website, such websites will have its own privacy policy. We suggest that you check the policies of any other websites before giving them your personal information as we cannot accept responsibility for any other website.

Where we store your Personal Information

Storage of Personal Information

We are committed to ensuring that our suppliers have appropriate technical, administrative and physical procedures in place to ensure that your information is protected against loss or misuse. All personal information you provide to us is stored on our secure servers or on secure servers operated by a third party located in the EEA.

All third parties who provide services or software to us are required to have appropriate technical, administrative and physical procedures in place to ensure that your information is protected against loss or misuse.

Retention of information

We only hold your personal information for as long as necessary for the purposes for which we collected your information.

We have a retention policy which lays down timescales for the retention of information. Customer data retention periods can be found below:

Type of Documents	Description of Document	Retention Period
Grant Application for Individuals	Application Forms	2 Years from decision
Grant Application for Charities	Application Forms	2 Years from decision

Emails

If you chose to send us information via email, we cannot guarantee the security of such information until it is delivered to us.

Your rights

Access to information

You and your applicant have the right to access information that we hold about each of you. If you wish to receive a copy of the information that we hold, please contact our secretary at secretary@exeterdispensary.org.uk or write to us at the address above.

Changing or deleting your information

You and your applicant can ask us at any time to change, amend or delete the information that we hold. You can each also ask us to restrict the information that we process.

You and your applicant can request that we change, amend, delete your personal information or restrict our processing by emailing us at secretary@exeterdispensary.org.uk.

Right to prevent Automated Decision Making

You and your applicant have a right to ask us to stop any automated decision making. We do not carry out such activities, but if you do have any questions or concerns we would be happy to discuss them and we can be contacted us at secretary@exeterdispensary.org.uk.

Transferring Personal Information

You and your applicant have the right to request that each of your personal information is transferred by us to another organisation (this is called “data portability”). Please contact us at secretary@exeterdispensary.org.uk with the details of what you would like us to do and we will try our best to comply with your request. It may not be technically feasible, but we will work with you to try and find a solution.

Complaints

If you make a request to us under this Privacy Policy and you are unhappy with the response, you can ask for the request to be reviewed under our internal complaints procedure. Our internal complaints procedure allows your request to be reviewed by the Chair of the Trustees who will do their best to try and resolve the issue.

If you have been through the internal complaints procedure and are still not happy with the result, then you have the right to complain to the Information Commissioner's Office. They can be contacted as follows:

Website: www.ico.org.uk
Telephone: 0303 123 1113
Address: Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Changes to our Privacy Policy

We review our Privacy Policy on a frequent basis to check that it accurately reflects how we deal with your information and may amend it if necessary. You should check this page regularly to see the most up to date information.

How to Contact us

We welcome questions, comments and requests regarding this Privacy Policy which can be sent to secretary@exeterdispensary.org.uk.