

How we use your information (Grants)

The kind of information we hold about you

- Personal contact details such as name, address, telephone number, email address
- Age category/year of birth and gender. These are used to assess eligibility for grants and welfare benefits, and for equality monitoring.
- Marital status. This is needed in helping assess eligibility for welfare benefits and grants provided by other organisations.
- Religious group. This is needed in helping assess eligibility for grants provided by other organisations.
- Ethnic group. This is used for equality monitoring.
- Personal circumstances e.g. recently homeless/benefits withdrawn to help identify needs which you would like us to help you with.
- Information about your health, including any medical condition or disability. This is needed to assess your eligibility for a small grant, identify areas of support required, and to make referrals to certain external services, such as other charities (e.g. Faith in Action, Citizens Advice, Foodbank) and suppliers of goods (e.g. Argos).
- Accommodation type. This is needed in helping assess you for a grant.
- Financial information. This is needed to assess eligibility for grants and whether there are any welfare benefits that you are missing out on.
- Others in your household and dependents. This is needed in helping assess you for a grant
- Employment information. We ask this because it can help us to access restricted funds if you have an employment connection with a war effort.
- Organisations, individuals and services that are supporting you.
- Any key issues/concerns and action points from assessment meetings.
- Communications exchanged with you, feedback from you in relation to delivering services and notes concerning the service provided to you.

Why we collect and use this information

- To find out and understand how you need support, including assessing your eligibility for a small grant.
- To work out practical ways we can help you and where other charities are better placed to offer support.
- So that we are able to contact you and keep in touch when necessary.
- To act as a reminder of action points from assessment meetings.
- For equality monitoring.
- To monitor and report on access to the service, outcomes and the quality of the service. Details will be anonymised.

How we store this information

We will store this information securely in our electronic database which can only be accessed by authorised staff, and printed small grants application forms will be securely stored in lockable cupboards. Financial and health information, such as bank statements and medical letters, are shredded or returned to you as soon as your case is completed.

We update the information while we are in contact with you and keep it for no more than 3 years after our contact ends, at which point paper copies are securely shredded and electronic information is anonymised.

Examples of when we may share your information

We may share certain relevant information in order to provide the support you have asked from us, for example in these situations:

- We will share your contact details with companies delivering item(s) purchased for you if a grant is approved. If you ask us to, we may also disclose personal details (including health details) if we think they would help the delivery, for example there are steps leading to your accommodation, you have a hearing impairment and may not hear a doorbell, you may take time to answer the door.
- With your permission, with other professionals working for external agencies who need to be involved in the activity or service you have asked us to support you with, for example when providing a Foodbank voucher; referring you to Citizens Advice; providing a service such as pest control.
- With Wimbledon Guild volunteers and staff directly involved in providing a service you have asked us to support you with, or as part of our safeguarding or complaints processes.

We may disclose personal information without your knowledge or consent if we have reason to believe this will help protect someone at risk/yourself, for example to Social Services or the Police, or where this is required by law. Where possible and practical we will inform you at the time.

Further information

Our full Privacy Notice can be obtained from any member of Wimbledon Guild staff or can be found on our website here: www.wimbledonguild.co.uk/privacy-policy

For more information about your rights in connection with your personal information please contact our nominated Data Protection Officer:

Ola Sokoya, Head of Finance and Resources

020 8946 0735

osokoya@wimbledonguild.co.uk

Wimbledon Guild

Guild House, 30/32 Worple Road,

London SW19 4EF