LHH (League of Helping Hand) applicants privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Post
LHH, PO Box 342, BURGESS HILL, West Sussex, RH15 5AQ
Email
secretary@lhh.org.uk

What information we collect, use, and why

We collect or use the following personal information **to carry out a fair application process**:

- Names and contact details
- Addresses
- Date of birth
- Health information (including medical conditions, test results, allergies, medical requirements and medical history)
- Dietary information (including allergies and health conditions)

- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Information about work, home and living conditions
- Information about support requirements
- Information about income and financial needs for funding or personal budget support
- Payment details (including card or bank information for transfers and direct debits)
- Records of consent, where appropriate

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. You can read more about this right here.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. You can read more about this right here.
- **Your right to erasure** - You have the right to ask us to delete your personal information. You can read more about this right here.

- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. You can read more about this right here.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. You can read more about this right here.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. You can read more about this right here.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. You can read more about this right here.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to carry out a fair application process** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- • Legitimate interests – we're collecting or using your information because it may benefit you or the person you care for, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
    - Information is requested to allow the charity to carry out a fair application process.

Where we get personal information from

- Third party sponsors:
    - Representatives from Social Services, Health Service, Housing Associations, Tenancy Agencies, Carer's Centres, CABs and other Charities.

How long we keep information

LHH will retain personal information for as limited a time as possible to fulfil the purpose for which it was collected, unless otherwise required by law.

If your grant application is successful:

- LHH will retain all information relating to the grant application for 6 full financial years *e.g. application granted an award in May 2022 will be removed end of Mar 2029*
- This information may be retained for a longer period if required for legal purposes.

If your grant application is unsuccessful:

- LHH will remove your information from the system after one full financial year *e.g. application rejected May 2022 will be removed end of Mar 2024*

Anonymised information (personally identifiable information removed) may be kept for longer than 6 full financial years for fundraising activities ONLY

Who we share information with

Others we share personal information with

- Third party sponsors

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113
Website: https://www.ico.org.uk/make-a-complaint

Last updated

13 November 2024