Luna's Fund - Privacy Notice for our Beneficiaries (those that seek or receive our charity's support)

About our charity
Luna's Fund is committed to protecting your privacy and handling your personal information openly and transparently.

For the purposes of the UK GDPR and Data Protection Act 2018, Luna's Fund is the data controller of personal information that we collect and process.

This notice explains what information we collect, how we obtain it, why we use it, who we share it with, how long we keep it, and your rights. This notice applies to current, former and prospective beneficiaries, including unsuccessful applicants.

Data protection principles
We will process personal information lawfully, fairly and transparently; collect only what is necessary; keep it accurate, secure and only for as long as required.

The information we collect
Personal identifiers and contact details; personal characteristics; bereavement and family support information; health and welfare information; financial information; and travel or event information where relevant.

How we obtain information
Information may be received directly from you, family members or other persons acting on your behalf, applications, website forms, correspondence in various formats, NHS organisations, GPs, bereavement professionals, counsellors, social care professionals, schools and partner charities.

Referrals
In some cases, Luna's Fund receives referrals from family members or other persons acting on your behalf, such as healthcare professionals and partner organisations following baby loss or bereavement. These may include NHS Trusts, bereavement midwives, maternity and neonatal services, GPs, counsellors, hospices, funeral directors, schools and other charities or support organisations.

Where we receive your personal information from a third party, we will process it in accordance with this Privacy Notice and will provide you with information about how we process your personal data at the earliest appropriate opportunity.

Why we use your information
To assess and provide support, administer services and events, safeguard beneficiaries, measure impact, manage funds responsibly, prevent fraud and comply with legal obligations.

Lawful bases and special category data
We process information under one or more of the following lawful bases: legitimate interests, contract, legal obligation, vital interests and consent where applicable.

Special category information
Some information we process is special category data, including health information, pregnancy and maternity information, bereavement information, ethnicity, wellbeing and safeguarding matters. We process this information in accordance with UK GDPR and the Data Protection Act 2018.

Cookies
Our website uses cookies to support functionality and user experience. Where required by law we will seek consent for non-essential cookies.

Retention
For those who receive our services, beneficiary records are generally retained while support is provided and for up to six years afterwards, subject to legal and archival requirements.

Sharing information
Information may be shared with relevant authorities and organisations such as health and social care providers, safeguarding agencies, professional advisers, insurers, accountants, regulators, trusted service providers and public authorities where lawful and necessary.

Safeguarding and protecting individuals
We may share information without consent where necessary to protect a child or vulnerable person, prevent serious harm, comply with safeguarding obligations or meet legal requirements.

International transfers
Some technology providers may process information outside the United Kingdom. Where this occurs, appropriate safeguards will be applied.

Technology providers
Luna's Fund uses technology providers such as CRM, cloud storage, communication, payroll and payment platforms which.

Technology providers and data processors
We use carefully selected technology providers including: record management systems; cloud-based storage providers; email, productivity and collaboration systems; online forms; communications platforms; and payment providers. These organisations process information on our behalf under appropriate safeguards and only on our instructions.

Your rights
You may request access, rectification, erasure, restriction, portability, object to processing, withdraw consent and complain to the ICO.

Data security
We implement appropriate technical and organisational measures to protect personal information and restrict access to authorised personnel.

Complaints
If you have concerns about how we handle your information, please contact us. You may also complain to the Information Commissioner's Office.

Data protection and privacy contact
Email: contact@lunasfund.com