

# Luna's Fund



## Privacy Notice for our Beneficiaries (those that our charity supports)

### About our charity

We, at Luna's Fund, are a **data controller** for the purposes of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018).

This means that we are responsible for deciding how we hold and use **personal information** about you.

We are required, under data protection legislation, to tell you what information we hold about you, why we hold it, how we use it and to tell you about your rights.

This notice applies to current and former beneficiaries.

This notice does not form part of any contract.

We publish this notice on our website and may update it at any time.

It is important that you read this notice and any updates, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

### Data protection principles

We will comply with data protection law.

This says that the personal information we hold about you must be:

- used lawfully, fairly and in a transparent way;
- collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- relevant to the purposes we have told you about and limited only to those purposes;
- accurate and kept up to date;
- kept only as long as necessary for the purposes we have told you about;
- kept securely.

### The categories of beneficiary information that we collect, hold and share include:

- personal identifiers and contacts (such as, but not limited to, name, address, contact details, unique identifier number, photographic and video images);
- characteristics (such as, but not limited to, ethnicity, gender and nationality);
- safeguarding and welfare information (such as, but not limited to, professional support);
- medical and medical administration (such as, but not limited to, maternity and childbirth information, hospital information, dietary requirements);
- financial information (such as, but not limited to, bank account);
- travel information (such as, but not limited to, vehicle registration).

### Why we collect and use this information

We use our beneficiary data to:

- assess applications for our support and services;
- provide our support and services;
- ensure you receive an efficient, effective and positive experience;
- safeguard, promote wellbeing, provide appropriate welfare care and ensure health and safety;
- monitor and report on how we deploy our charity's resources;
- assess the quality of our support and services;
- prevent and detect fraud;
- meet the statutory duties placed upon us by the Charity Commission;
- meet the legal obligations placed upon us.

### **The lawful bases on which we use this information**

Luna's Fund receives monetary and other voluntary donations from those that support our charity's work. As a charitable incorporated company based in England, we are registered with the Charity Commission and therefore have to comply with charity law in accepting donations, generating income, managing the charity and providing the services and support to our beneficiaries.

To achieve our charitable objects, we collect and process information on our beneficiaries to fulfil our legitimate interests and meet our legal obligations.

We use information to perform the contract we have entered into, to provide our support and services to our beneficiaries.

We also use beneficiary information where it is necessary in the legitimate interests of a selected third party to deliver our support and services, where the beneficiary's interests and their fundamental rights do not override those interests.

We use beneficiary information for the provision of health or social care or treatment where these form part of the delivery of our support and services.

Occasionally we need to use beneficiary information to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent.

We may need to use beneficiary information, including special category data, in the establishment, exercise or defence of any legal or insurance claims.

We may use beneficiary images beyond that of beneficiary identification under our legitimate interests, but we will do so only with explicit consent.

We use cookies (text files containing an identification number that are written to your device) to manage authentication, navigation and other functions as part of providing an efficient website, but will ask for your consent. You may withdraw your consent at any time by updating the cookies settings on your device.

### **Collecting beneficiary information**

The beneficiary information you provide to us is on a voluntary basis to support your application and to enable us to administer the support and services we provide to you.

We will inform you whether you are required to provide certain beneficiary information to us and will make it clear if you have a choice in this, so that you can decide whether to consent. If you do consent, your consent can be withdrawn at any time by contacting us, although our use of the information before you withdraw your consent remains valid and the absence of key information will prevent us from providing our support and services to you.

### **Retaining beneficiary data**

We will only retain beneficiary data for as long as is necessary for the purpose for which we collected the data.

Generally speaking, the majority of beneficiary information will be retained for the period in which the beneficiary receives support from us, plus a further 6 years for audit purposes.

Certain information may be retained for Luna's Fund historical records, to celebrate the journey of the charity.

More detailed information on this is contained in our retention schedule, which can be found on our website.

### **Who we share beneficiary information with**

We routinely share beneficiary information with the third party organisations that we select to help us deliver our support and services to you; this will be limited to the specific information to deliver that support or service.

We share specific, relevant elements of beneficiary information with:

- health or social care providers;
- our legal advisors;
- our accountants;
- our insurers.

In addition, we also use third party software systems or service providers to host, but not process or access, our beneficiary data:

- information management systems;
- online payments providers.

### **Why we share beneficiary information**

We may share beneficiary personal information with third parties (other organisations) where required by law, where it is necessary for the provision of our support and services, where it is in the data subject's interests for us to do so or where we have another legitimate interest in doing so.

Information that could be relevant to keeping a beneficiary safe will be shared so that informed decisions can be made about a beneficiary's welfare in order to keep the beneficiary safe and to ensure they get the support they need.

### **Requesting access to your personal data**

Under data protection laws, beneficiaries have the right to request access to information about them that we hold.

To make a request for your personal information please contact us at the address below.

## Further rights

Beneficiaries also have the right to:

- withdraw consent;
- object to processing of personal data that is likely to cause, or is causing, damage or distress;
- prevent processing for the purpose of direct marketing;
- object to decisions being taken by automated means;
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations.

## Concerns

If you have a concern about the way we are collecting or using your personal data, we ask that you raise your concern with us in the first instance.

Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## Data security

We have put in place physical and electronic measures to protect the security of your information. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your personal information to those employees, volunteers, trustees, agents, contractors and other third parties who have a genuine need to know.

They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

Third parties (other organisations) will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## Data Protection Officer

We have appointed a Data Protection Officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

If you would like to discuss anything in this privacy notice, please email: [contact@lunasfund.com](mailto:contact@lunasfund.com)