



# Terms & Conditions and Data Protection Statement

## Declaration



Please read the statements and Terms and Conditions below and then sign the declaration on page 8 of the application form if all the statements are accurate, and you have understood and agree to be bound by the Terms and Conditions (including the Data Protection Statement). Otherwise please call 08449 744 099 between 9am and 5pm for assistance.

In return for the Family Fund considering this application I agree to be bound by the Terms and Conditions and declare that the following statements are accurate:

The information that I provide about each disabled child is accurate. I understand that to be eligible for financial assistance from the Family Fund my child must meet the Family Fund criteria of being disabled, and if there is or has been a significant improvement since the last application, I will advise the Family Fund. A copy of the criteria can be obtained by telephoning 08449 744 099 or visiting the Family Fund website on [www.familyfund.org.uk](http://www.familyfund.org.uk)

I am the main carer of each child, and the applicant named, in this application. Each child in this application lives with me on a permanent basis. I understand that if I share the care of any child named in this application with anyone else (e.g. the child lives half of the time with their mother or half with their father) that I must notify the Family Fund of this.

I am a British citizen or person from an EU member country and have been living in the UK for the past six months.

Or

I have been living in the UK for the past 6 months, I am not a British citizen or a person from an EU member country but I have been granted 'leave to remain' and have access to public funds.

No child in this application is in the care of the Local Authority, subject to a care order or in foster care.

The information that I provide about my household income is accurate. I understand that the Family Fund has a household income criteria and that I must inform the Family Fund of any change in my household income and provide evidence.

I agree to provide income confirmation as requested by the Family Fund and that failure to do so within a reasonable period will result in the application being declined.

**Terms and Conditions – You must agree to the statements below before your application is processed.**

I declare as follows:

The information provided by me to the Family Fund whether on this application form, by phone, or otherwise is accurate and not misleading.

I have read the Family Fund Data Protection Statement. I consent on behalf of myself, each child referred to in this application and all other family members about whom the Family Fund processes personal information in connection with this application, to the Family Fund's collection and use of personal information as set out in the Data Protection Statement.

I am authorised to give such consent on behalf of each child and family member.

I agree to only use the Family Fund grant for the purpose given.

I agree not to sell or transfer any goods awarded by the Family Fund within 5 years of receipt unless there is a change of carer.

I agree that, in the event of any change of carer of any disabled child, any items or funds awarded specifically to assist with the disabled child (e.g. white goods, computer, clothing, holiday etc) will be transferred to the new carer if such items or funds are required for the disabled child.

I agree that if I move house I must take with me any removable items provided by the Family Fund.

I agree to obtain and retain for at least 12 months, receipts for any items purchased by me using money from Family Fund grants and send them to the Family Fund within 6 weeks of a request from the Family Fund.

I agree to advise the Family Fund of any changes in circumstance that may affect the application – including any child’s condition, death of any child, child becomes subject of a care order, income or living arrangements – whether before or after the date of this application.

I understand that certain grants will be provided in the form of goods, services or by payment card using suppliers selected by the Family Fund and that cash alternatives will not be provided where the Family Fund believes that its offer is reasonable.

I understand that help from the Family Fund is discretionary and subject to funding. There is no entitlement to a grant

and all cases are assessed on an individual basis. The Family Fund may require that I agree to be bound by additional terms and conditions before specific grants are made.

I understand that cash grants will be paid directly into a bank account and this can be my own account or one belonging to a person nominated by me, subject to that person’s agreement.

I understand that the Family Fund will investigate any allegations of misuse of grants or fraud and will prosecute if there is sufficient evidence to prove that fraud has been committed.

I understand that the Family Fund can only consider an application once every 12 months unless there are exceptional circumstances as set out in the Family Fund exceptions policy, a copy of which is available by phoning 08449 744 099.

I understand that if I am offered a large grant that I may not be eligible to apply to the Family Fund again for 2 years or more from the date of this award and I will be told if this is the case.

I agree that these Terms and Conditions, the Declaration and the Data Protection Statement are governed by English law and that the courts in England have jurisdiction to hear disputes between us.

By signing you confirm that you have read, understood, and agree to be bound by the Terms and Conditions set out above (including the Data Protection Statement) and that the statements in the Family Fund Declaration above are accurate.

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## Data Protection Statement



We need to collect information about you and your disabled child in order to process your application. The Family Fund Data Protection statement explains what information we collect, how your information will be used, how long we keep it and what you need to do if you wish to see what information we hold about you. In signing the application form you are agreeing to the Family Fund processing your data as set out in the statement.

### Who are we?

We, The Family Fund Trust, are registered as a Data Controller with the Information Commissioner and are committed to ensuring that all personal information we hold is treated properly and in accordance with the Data Protection Act 1998 (“the Act”). Our full legal name is the Family Fund Trust for Families with Severely Disabled Children. We are a charity registered in England under registered charity number 1053866, Scottish charity no. SC040810 and a company limited by guarantee in England under registered company number 3166627. Our registered office and address for correspondence is Unit 4, Alpha Court, Monks Cross Drive, Huntington, York, North Yorkshire, YO32 9WN, United Kingdom.

We are the Data Controller under the Act in respect of the personal information to which the Data Protection Statement applies. We have notified the Office of the Information Commissioner of our data processing activities: our registration number is Z5314842.

The following paragraphs set out our policy regarding the personal information we collect about you and other family members (collectively referred to as ‘you’ and ‘your’ from now on) including the child in respect of which you are applying for assistance.

### What information do we collect and why?

We need to assess whether your child meets the requirements of our disability policy, whether your family

income falls within our funding constraints and whether we are able to offer you help. To make these assessments we need to collect information such as that listed below either on our online or postal application forms, over the telephone or when we visit you:

- Your and your child's name, address and home telephone number;
- Details of your child's disability including the diagnosis (if there is one) and details of any associated conditions; specific details about how mobility, motor function, communication, level of understanding and behaviour are affected; whether your child experiences seizures; details of any hospital attendance; whether in receipt of Disability Living Allowance and if so what rate; and details of current treatments and/or therapies;
- Details of how the disability affects you and your child and the level of support needed when carrying out day-to-day activities such as bathing, dressing, washing, feeding, toileting, keeping occupied, safety precautions, teaching independence skills (e.g. shopping, cooking and socialising), encouraging play, leisure activities and sleeping;
- General information about the effects of your child's condition on you including your home and employment situations, child care, getting around, planning for the future, relationships with others, frequent attendance at appointments, effects on siblings and health issues for other family members;
- Observations made by Family Fund Advisers when visiting you or speaking with you over the telephone or in correspondence;
- Details of your financial situation including your family income, savings, social security benefit entitlement and allowances, and compensation payments or pending claims;
- Details of the type of help you have requested and the reasons why; and
- Details of advice and/or assistance we or third parties have already provided.

We will use this information to ascertain whether we are able to help you and for the other purposes set out in this Data Protection Statement. We may confirm receipt of, and keep you updated on the progress of, your application via text message or email.

## What information do we collect from third parties and why?

To help us decide if your child is eligible for assistance we may also ask for reports and/or further information relating to your child's disability and its effect on your family's life from professionals linked to your child's:

- Health care (e.g. GP, Hospital Consultant, Paediatrician, Physiotherapist, Psychiatrist, Psychologist and/or Health Visitor);
- Education (e.g. Teacher, Educational Psychologist, Nursery Staff and/or Support Staff); and
- Social care (e.g. Social Worker and/or Occupational Therapist).

The information we collect from you and from third parties is stored securely on a computer database and, for a limited period, in our manual archives.

## What form might the help we provide take?

We may provide you with a grant either by gift cards, vouchers, cheque or payment direct into your bank account. We may also provide you with or procure goods and services such as gift cards for specific items (e.g. washing machine, fridge freezer, recreational items), holidays or driving lessons. Terms and Conditions may apply depending on the type of grant given.

If we decide that we are able to give you a cash grant, we will usually pay the grant directly into your bank account. We will need your bank account, sort code, the full name(s) of the account holder(s) and the bank's name and address. We will only use this information to pay the grant into your account. Our staff, advisers and auditors will have access to this information once payment has been made, for administrative and audit purposes. If you make a further application for a grant in the future you will need to supply your banking information again.

## What third parties might we disclose information to?

As well as disclosing information about you to health, education and social care professionals, we will disclose information about you to the Government departments which provide us with funding and any third party which is involved in the provision of the assistance we are providing to or procuring for you.

If you receive goods or services from us we will pass information about you to the suppliers so that they can provide you with these goods or services and any associated services which we ask them to provide. We will provide our quality assurance assessors with your contact and order details, under a duty of confidentiality, so that they can monitor the performance of, and your satisfaction with, the suppliers. A list of suppliers and quality assurance assessors is available by writing to our address for correspondence at the beginning of this Data Protection Statement with details of your request.

Researchers sometimes contact us asking whether any families with whom we have worked would be interested in participating in external research studies. In such circumstances, we may write to you to ask whether you would like to take part in the study or we may ask them to write to you on our behalf after we have placed them under an obligation to only use those of your details which we disclose to them for that purpose and to keep those details secure.

If you respond to any researcher who contacts you, that researcher rather than us will become the data controller of any information you provide to that researcher and you should ask for details of how it will use that information. If you do not wish to participate in such projects at all please let us know. We will understand if you prefer not to be involved and it will not affect your eligibility for assistance.

Any published research results will contain general information on trends and/or issues faced by families with disabled children and will not identify individual families unless those families have given their express consent.

We may disclose information about you to, and obtain information about you from, Government departments and agencies, debt collection agencies and tracing agencies to assist in the detection and prevention of fraud. Please contact us if you wish to know more about our fraud detection and prevention policy.

### **Will you receive information about goods and services of other organisations?**

We may identify third parties from time to time who we think will be able to provide you with goods and services (including advice and support services) which you may be interested in. Unless you let us know that you do not want us to, we will either contact you by post, email, text message or telephone with details of such third parties or we may ask them to contact you directly using any of the same methods after we have placed on them an obligation to only use those of your details which we disclose to them for that purpose and to keep those details secure.

If you respond to any third party, who contacts you, that third party rather than us will become the data controller of any information you provide to that third party and you should ask for details of how it will use that information

### **Will you receive information about our services, marketing or fundraising and the goods, services, marketing or fundraising of our associated organisations?**

Unless you let us know otherwise, we shall assume that you are content for us and organisations with which we are associated to contact you by post, email, text message or telephone to let you know more about our and their goods, services and activities. A list of our associated organisations is available on request.

### **How do you stop information being sent to you about our services, marketing or fundraising and the goods, services, marketing and fundraising of our associated organisations?**

By submitting an application for assistance to us, you are opting to receive this type of information from us, our associated organisations and from third parties. You can ask that such information is no longer sent to you by writing to our address for correspondence at the beginning of this Data Protection Statement with details of your request.

Email: [info@familyfund.org.uk](mailto:info@familyfund.org.uk)  
Textphone/minicom: 01904 658085  
Telephone: **0844 974 4099** Fax: 01904 652625

Family Fund Trust for Families with Severely Disabled Children.  
Private company limited by guarantee. Incorporated in England and Wales.  
Registration no. 3166627. Registered charity no. 1053866.  
Scottish charity no. SC040810. Registered office:  
Unit 4, Alpha Court, Monks Cross Drive, Huntington, York YO32 9WN.

### **What is the status of our reports and comments held on our systems?**

Except as otherwise stated in this Data Protection Statement, all of the information contained in completed application forms and visit reports is private and confidential to the parties named in them and will not be disclosed to any third party unless we are legally obliged to do so.

Unless otherwise indicated, the information we hold will have been provided by the main carer for the child in question to assist us in assessing the child's eligibility for assistance. Comments made in any visit reports, telephone conversations and during home visits are the observations of the Family Fund Adviser only. Completed application forms and visit reports do not constitute expert reports for the purpose of legal proceedings.

### **How long do we keep your personal information?**

We keep the information we hold about you for as long as we need it for the purpose we collected it (including for as long as your child may remain eligible to receive help from us) and in any event for at least six years after your child ceases to be eligible to receive help from us for audit purposes. We do this because in our experience the information is often relevant for any future applications you may make to us for assistance.

We will use the information we have kept about you to process your application and deal with any queries, which arise during the application process.

### **How do you obtain a copy of the information we hold about you?**

Details of how you can obtain a copy of information held by us about you and/or your child are available by writing to our address for correspondence at the beginning of this Data Protection Statement with details of your request.

### **Do we hold information for statistical research purposes?**

We use our computer database (which includes anonymised personal information about you and your child) to undertake studies about the needs and circumstances of families with disabled children. We will keep this information indefinitely and will provide it to a range of third parties including researchers and Government agencies.



Corporate member of  
Plain English Campaign  
Committed to clearer communication.

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