

Terms & Conditions and Data Protection Statement for Applicants to the Worcestershire Carer Support Programme

Declaration

Please read the statements and Terms & Conditions below. If all the statements are accurate, please signify that you understand that you will be subject to the Terms & Conditions (including the Data Protection Statement) by:

- providing explicit consent to your Referrer to submit the referral to Family Fund on your behalf in accordance with the Terms & Conditions and provisions of the Data Protection Statement. If you have any questions, please raise them with your Referrer who will be able to help you, or contact Family Fund on worcscarersupport@familyfund.org.uk

To be eligible for support under the Worcestershire Carer Support programme ("the Programme"), my circumstances and the person for whom I have caring responsibilities for must meet the Programme criteria. A copy of the criteria can be obtained by visiting the Family Fund website www.familyfund.org.uk/grants/schemes/worcestershire-carer-support-programme/ or by telephoning 01904 550055.

In return for the Family Fund considering the referral and my application, I acknowledge that I will be subject to the Terms & Conditions and declare that the following statements are accurate:

I am the full-time carer of the disabled or seriously ill adult named in this application, and I am the applicant named in this application. We both live in the same household on a permanent basis.

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

I live in the Worcestershire area. Your Referrer will be able to confirm your location meets the programme eligibility criteria.

I, as the carer, am in receipt of at least one of the following benefits: Carer's allowance, Universal Credit, or Pension Credit.

I understand that help from this programme is discretionary and subject to funding. There is no entitlement to a grant and all cases are assessed on an individual basis.

Terms & Conditions

In submitting an application to the Programme via a Referrer, you acknowledge the following statements.

I declare as follows:

The information provided by me to the Referrer, which in turn is provided to Family Fund in their referral, and the information I provide in any application, is accurate and up to date and not misleading. I have provided explicit consent to the Referrer to act on my behalf in submitting the referral as required by the Programme and as set out in

the Data Protection Statement below. I will be bound by these Terms & Conditions that the Referrer made me aware of at that time.

I have read the Family Fund Data Protection Statement set out below. I acknowledge on behalf of myself and the person for whom I have caring responsibilities as referred to in this application, that Family Fund will collect and use our personal information as set out in the Data Protection Statement. I am authorised to give such acknowledgement, and I will inform you if any such information requires updating whilst Family Fund is processing my data.

I understand that retained information will include contact information for myself and the person I am caring for passed on by me that is relevant to my application. Should circumstances change that require amendments or deletions of any contact information held on my file I understand that it is my responsibility to notify Family Fund as soon as those changes in circumstances occur.

I agree to advise Family Fund of any changes in circumstance that may be relevant to the outcome of my application as soon as they occur, whether they occur before or after the date of the referral or my application.

I understand that my application is for one grant only, regardless of the number of people for which I have caring responsibilities. My household will therefore receive one grant if successful.

If I have been awarded a grant, I will use the grant specifically for the purpose detailed in my application. In addition, in relation to grants awarded:

- I agree not to sell or transfer any goods purchased with funds provided by the Programme within five years of receipt unless there is a change of carer.
- I agree that, in the event of any change of carer, any items or funds awarded specifically to assist with disabled or seriously ill adult named in this application will be transferred free of charge to the new carer if such items or funds are required for the person.
- I agree that if I move house, I must take with me any removable items which were purchased with funds provided under the Programme.
- I understand that any grants that are awarded, unless expressly stated otherwise, are a contribution toward the items referred to in my application and that in accepting the grant I will be expected to pay any additional amounts required to purchase those items.
- I understand that Family Fund has a duty to ensure that grant awards are spent appropriately and in line with what was awarded, and so I may be contacted to provide evidence to show I have adhered to this. I will respond to requests for receipts in a timely manner when prompted to do so.

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

Please note that as part of our fraud detection and prevention programme we may contact you using the contact details we hold on file for you once you have submitted this application.

Family Fund Data Protection Statement

We need to collect data about you and the person you have caring responsibilities for to process your referral and application. This Family Fund Data Protection Statement explains what data we will collect, how it will be used, how long we keep it for, and what you need to do if you wish to see what data we hold about you. By submitting an application, you are acknowledging the contents of this statement. Please read this statement carefully and contact us if you have any questions. By instructing your Referrer to submit the referral form for the programme you are acknowledging the contents of this Statement.

Who are we?

Family Fund is the working name of Family Fund Trust, a company limited by guarantee (number 03166627) and a Charity (number 1053866) registered in England. Scottish charity No. SC040810. The registered office is Unit 3, Alpha Court, Monks Cross Drive, Huntington, York, YO32 9WN.

Our Data Protection Officer can be contacted by post at our above registered office address or by email at dpo@familyfund.org.uk.

We are the Data Controller of the personal data we process for the majority of grant schemes we operate, and therefore are responsible for ensuring our systems, processes, suppliers and employees comply with applicable Data Protection legislation. Our registration number with the Information Commissioner's Office is Z5314842.

Why do we collect your personal data?

We collect your personal data in order to:

- assess and proceed with an application you have made to us;
- assess and understand your needs in respect of additional support.

Any individual or organisation collecting or processing personal data must have a lawful reason for doing so, as defined by the General Data Protection Regulations or GDPR: <https://ico.org.uk/your-data-matters/does-anorganisation-need-my-consent/>.

When you first apply for a grant, we need your consent to process your details. However, once the application is accepted, regardless of outcome, we shall continue to process the request using our legitimate interest.

How do we use the information that you provide to us in applying for grants under the Programme?

We will use the information described above as appropriate to understand whether your circumstances meet specific criteria associated with the provision of the Programme and, if so,

- how we can help you and best provide support to you.
- informing you of the outcome of your application.
- liaising with you and our suppliers, as required, in fulfilment or payment of the grant should your application be successful.
- to generate anonymised evidence reports and summaries of our completed work for publication on our website, and performance data for inclusion in our annual report.
- responding to appeals or complaints.
- contacting you after you have received your award to request evidence (such as receipts) to demonstrate grants are spent correctly so that the Programme's audit and assurance requirements can be met.

Research

We may look to obtain data for our reporting by sending you a link to a survey. Participation in a survey is optional, and you can choose whether or not to take part. If you never want to be contacted about taking part in surveys, you can opt out by writing to the Family Contact Team in the "Our Details" section at the end of this document, or by emailing us at preferences@familyfund.org.uk. We will use our legitimate interests to make this contact with you. Please note any such reports and summaries will contain general information on trends and/or issues and will not identify you.

On occasion we may provide your contact details to a trusted research organisation conducting research on our behalf. If you're contacted for research purposes and you don't want to be involved, you can say that you don't want to be contacted again as set out above.

We may contact you to ask you if you would like to provide a case study or tell your story so we can report the impact of what we do to our funders. If you are happy to do this, we will only use the data that you provide with your explicit consent.

To whom will we disclose your personal information?

As well as disclosing information about you to your Referrer in connection with requests within the section “How do we use the information that you provide to us in applying for grants under the Programme?”, we may disclose information about you to:

- any third party which is involved in the provision of the assistance we are providing to or procuring for you. For example, if you receive goods or services from us, we will pass information about you to our relevant supplier(s) so that they can provide you with these goods or services and any associated services which we ask them to provide. We may also share personal information about you:
 - with third parties who are directly involved in dealing with any request, enquiry or correspondence submitted by you.
 - with third parties who are providing us with professional advice and support where necessary for our legitimate interests in obtaining such advice or support.
 - where we are legally required to do so.
 - in connection with criminal investigations, legal proceedings or prospective legal proceedings where necessary for our legitimate interests and permitted by law.
 - where necessary for our legitimate interests in establishing, exercising or defending our legal rights (including providing information to others for the purposes of fraud prevention) and permitted by law; and
 - where we state or inform you otherwise (for example, in this policy or on our website).

Where we engage third parties to process data on our behalf, information is only shared for the purpose of the third-party providing services on our behalf. For financial and technical reasons we may, on occasion, decide to use the services of a supplier outside the European Economic Area (EEA), which means that your personal information is transferred, processed and stored outside the EEA. For example, we may use third party software for contact us forms, management of our social media accounts, email management and for surveys that we do. However, we take steps to ensure that these organisations have in place suitable technical and organisational safeguards.

In the event that you provide us with feedback regarding our activities, we may disclose that feedback to those of our suppliers who are involved in those activities.

We may also disclose your personal information to third parties in the event that we sell, merge or buy any business and/or assets (in which case we may disclose your personal information to the prospective seller or buyer of such business or assets) or if we, or substantially all of our assets, are acquired by a third party. Any such disclosure will be made where necessary for the legitimate interests of us and/or the third party in respect of the proposed transaction; however we will not transfer your personal information to any such third party unless we are satisfied that they are able to provide an adequate level of protection in respect of your personal information.

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. Except as provided in this Data Protection Statement, we will not provide your information to third parties without your express consent for any purpose (including but not limited to direct marketing). We do not sell personal information under any circumstances.

Your choices and rights you have in respect of your personal data.

(a) Your choices

Where we are processing your data on the basis that we have your consent, you can withdraw your consent at any time. This can be done by emailing us at preferences@familyfund.org.uk or writing to the Family Contact Team at our registered address in the ‘Our Details’ section at the end of this document. Any such withdrawal will not affect the lawfulness of our processing based on your consent before you withdrew it.

Please note that if you withdraw your consent to us processing your personal data for any of the purposes described above, this may result in us being unable to carry out a relevant action or provide you with any related feedback or response.

If you withdraw your consent to us processing your data in connection with an application for grants or support, we will be unable to consider your application any further.

(b) Your rights

You have a legal right to see a copy of the personal data that we keep about you and to require us to correct any inaccuracies, subject to certain exemptions. In some circumstances you may also have the right to:

- request that we erase any personal data held about you.
- restrict our processing of your personal data (for example to ask to suspend the processing of personal data to establish its accuracy or the reasons for processing it).
- data portability (i.e. to request the transfer of personal data to a third party); and
- object to our processing of your personal data.

Requests in respect of the above may be made by writing to the Data Protection Officer at the address in the Our Details section at the end of this document, or by emailing dpo@familyfund.org.uk. Please also contact us if you have any reason to believe that data we hold about you is inaccurate.

When you make a request:

- we will respond to your request as soon as possible and within any legal timeframes.
- we may request proof of your identity before complying with any request.
- you will not generally have to pay a fee to exercise any of your rights.

Retention of your data

We keep the information we hold about you and the person for whom you have caring responsibilities for as long as we need it for the purpose we collected it. For example, if your application for a grant is successful, we will retain your information for up to seven years for audit, assurance and administration purposes.

Following the expiry of the relevant retention period, except where otherwise stated we will securely destroy the information or pseudonymise the data so that you and your family can no longer be identified from it (for example, where pseudonymised information will be useful for our statistical research purposes).

A copy of our Data Retention Policy is available from us upon request.

Security of your data

We take appropriate measures to ensure that the personal information disclosed to us is kept secure, accurate, and up to date. We will ensure that your personal information is kept only for so long as is necessary for the purposes for which it was collected and is securely destroyed in accordance with our Data Retention Policy.

We endeavour to keep all data safe by taking all reasonable precautions to protect data from misuse, loss and unauthorised access, modification or disclosure.

How will you know if we make any changes to this data protection statement?

We may amend this statement from time to time. If we make any changes to the way in which we use your personal data, we will notify you by writing to you or by sending you an email. We will also post a notice on our website.

We also provide a general Privacy Notice on our website – this will also be updated with relevant changes as they are made. This is available at: www.familyfund.org.uk/privacy-notice.

Contact and feedback

If you have any queries or wish to raise a complaint on how we have handled your personal data, write to our Data Protection Officer at our registered address in the Our Details section below or [email dpo@familyfund.org.uk](mailto:dpo@familyfund.org.uk).

If, at any time, you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you have the right to lodge a complaint with the Information Commissioner's Office. Information on this may be found at www.ico.org.uk/make-a-complaint/