



Data Protection Statement

Who are we?

We, The Sandcastle Trust are a charity registered in England under the charity number 1169523. We are committed to respecting and protecting your privacy. Once you choose to provide us with personally identifiable information (any information by which you can be identified), it will only be used to support your relationship with The Sandcastle Trust. For your protection, we are registered under the Data Protection Act 1998.

What information do we collect and process about you and why?

We need to assess whether your family meets our eligibility criteria and whether we are able to offer you support.

To make this assessment we need to collect information from you as set out below via our postal application form and possibly via telephone and email:

- You and your family's (including any children) names, address, email address and telephone number;
- Details of your or your child's diagnosis, associated health implications, needs, mobility, level of understanding and behaviour together with information on the impact of the diagnosis on your family life;
- Copy supporting documentary evidence from a health professional confirming the diagnosis;
- Details of your household income including any benefits received.

We will use this information to determine whether we are in a position to offer your family support and to process your application. We may confirm receipt of, and keep you updated about the progress of your application via post, email or text message. You will have an opportunity to indicate if you have a preference about the way we communicate with you on your application form.

We may collect and process photographs and/or moving film images of members of your family following award of grant for the purpose of sharing stories and encouraging charitable activities. We will ask your explicit consent before collecting and/or sharing any photographs or moving images of your family.

If you have concerns about the use of photographs or moving film images of you or your family, please contact us at info@sandcastletrust.org

How is the information we collect stored and how long do we keep it for?

We will store your personal information securely and guard against data theft. Your information will only be accessed by staff and volunteers who have received data protection training.

We discourage the retention of data for longer than it is required and will only keep the information we hold about you for as long as we need it for the purpose we collected it. This will be for a period of at least six years for

audit purposes. All personal data will be deleted or destroyed by us in a secure manner after this date.

How to obtain a copy of the information we hold about you

To obtain a copy of the personal information we hold about you please write to The Sandcastle Trust, 66 Portnalls Road, Coulsdon, Surrey CR5 3DE. As soon as we are satisfied as to your identity we will send you, within 40 days of receipt of your written request, a copy of all the personal information we hold about you which we are legally required to disclose. Please contact us at the same address if you have any reason to believe that information we hold about you is inaccurate.

What third parties might we disclose information to?

If you receive a grant award from us then we will need to pass information about you to the relevant supplier(s) of that grant award. We will never sell or share your data with any other third parties unless required to do so by law.

Will you receive information about our services, marketing or fundraising?

When you submit an application to The Sandcastle Trust for support we will ask you if you are happy for us to contact you by post, email, text message or telephone to let you know more about other services, schemes or activities that you can apply for which may be of benefit to you and your family. We will also ask for your consent to keep you updated on what we are up to and ways that you can support our charitable aims as a potential donor, volunteer or fundraiser.

