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**Data Protection and Access to Information**

**Privacy Policy**

**Consent**

In specific situations, we can collect and process your data with your consent.

*For example, on project application forms.*

When collecting your personal data, we’ll always make clear to you which data is necessary in connection with your project application.

**Regulations**

In certain circumstances, we need your personal data to comply with the Landfill Communities Fund Regulations.

*For example, paying grant claims (should your application be successful), registering your project with the Landfill Communities Fund regulator, Entrust, and reporting to Entrust.*

**Legal compliance**

If the law requires us to, we may need to collect and process your data.

*For example, we can pass on details of people or groups involved in fraud connected to a project or other criminal activity to law enforcement agencies.*

**When do we collect your personal data? −**

* When you submit a project application for grant funding with us.
* When you engage with us on social media.
* When you contact us by any means with queries, complaints etc.
* When you book any kind of appointment with us.
* When you choose to complete any surveys we may send you.

**What sort of personal data do we collect?**

* If you have submitted a project application form to us: your title, name, postal address, email and daytime and mobile telephone number.
* If your project application is successful we hold details of your group’s bank account in order to instigate grant funding payments
* Information gathered by the use of cookies in your web browser.
* Details of your interactions with us through by phone, email or letter.

*For example, we collect notes from our conversations with you, details of any complaints or comments you make, when you contact us.*
* Your social media username, if you interact with us through those channels ie Twitter or Facebook, to help us respond to your comments, questions or feedback.

**How and why do we use your personal data? −**

We use your personal data to administer your project application.

Of course, if you wish to change how we use your data, you may contact us at any time.

**Remember, if you choose not to share your personal data with us we might not be able to provide a grant should your application be successful.**

**Here’s how we’ll use your personal data and why:**

* To process grant funding payments and to prevent fraudulent transactions
* To respond to your queries, requests and complaints. Handling the information you sent enables us to respond. We may also keep a record of these to inform any future communication with us and to demonstrate how we communicated with you throughout.
* To protect our organisation from fraud and other illegal activities. This includes using your personal data to maintain, update and safeguard your project file.
* If we discover any criminal activity, fraud monitoring and suspicious transaction monitoring, we will process this data for the purposes of preventing or detecting unlawful acts.
* To send you relevant, personalised communications **by email or post** in the form of letters and copies of our promotional materials.

*For example, our Annual Report, newsletters*

* To send you communications required by law or which are necessary to inform you about changes to the Landfill Communities Fund and the service we provide you.

**You are free to opt out of hearing from us by post at any time. See contact details at the end of this notice.**

## How we protect your personal data

We know how much data security matters to all our applicants and stakeholders. With this in mind we will treat your data with the utmost care and take all appropriate steps to protect it.

We secure access to all transactional areas of our websites using ‘https’ technology.

Your personal data on file is securely held in locked cabinets within the Lancashire Wildlife Trust headquarters.

## How long will we keep your personal data? −

Whenever we collect or process your personal data, we’ll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that retention period, your data will be deleted completely.

Currently guidelines from Entrust instruct that we keep your application file for 6 years.

Within 18 months of your project being completed your project file will be archived in a separate, secure building.

Your project file will be destroyed after 10 years. The destruction method we adopt is confidential waste shredding.

**An overview of your different rights**

You have the right to request:

* Access to the personal data we hold about you, free of charge.
* The correction of your personal data when incorrect, out of date or incomplete.
* That we stop any processing of your personal data after you withdraw that consent.
* You can contact us to request to exercise these rights at any time as follows:

**Your right to withdraw consent**

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

**Checking your identity**

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice.

If you have authorised a third party to submit a request on your behalf, we will ask them to prove they have your permission to act.

**Collection of personal data from sole traders**

When obtaining quotes from third party contractors and suppliers, successful applicants may be required to collect and process personal data (e.g. when dealing with sole traders). From time to time, the regulator of the scheme, ENTRUST, may access this personal data to conduct an audit and ensure compliance with the Landfill Tax Regulations 1996. Notwithstanding the obligations of successful applicants to comply fully with applicable data protection laws in the UK (including the UK General Data Protection Regulation and the Data Protection Act 2018), successful applicants shall provide (as a minimum) the following information to third party contractors and suppliers when collecting their personal data (e.g. when requesting a quote):

 We are required to retain copies of all quotes, invoices and other correspondence (communications) we receive pursuant to the conditions of our funding arrangement. Such communications will be shared with Lancashire Environmental Fund and from time to time, may also be shared with HMRC and ENTRUST, who is the regulator of the Landfill Communities Fund appointed by HMRC. If you are operating as an individual or sole trader, some limited personal data may be contained within these communications. We will only use this personal data on the basis of considering whether to enter into a contract with you, to comply with our legal obligations under the [Landfill Tax Regulations 1996] and/or for the purpose of our legitimate interests in obtaining competitive quotes, keeping financial records and complying with the conditions of our funding arrangement. These communications may be retained in our business records and those of our funder, HMRC and ENTRUST indefinitely. For further information on how your personal data will be processed, please contact Lancashire Environmental Fund to request a copy of the privacy policy or to ask any questions: <https://www.lancsenvfund.org.uk/contact.html>. ENTRUST’s privacy policy is available here: <https://www.entrust.org.uk/privacy>.

**Contacting the Information Commissioner’s Office**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office.

You can contact them by calling **0303 123 1113**.

Or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) (opens in a new window; please note we can't be responsible for the content of external websites)

We hope this Privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it.

If you have any questions or you wish to amend your information or opt out please contact our Data Protection Officer who will be pleased to help you:

* Email us on **general@lancsenvfund.org.uk**
* Or write to us at:

**Lancashire Environmental Fund**

**The Barn**

**Berkeley Drive**

**Bamber Bridge**

**Preston**

**PR5 6BY**