Quaker Mental Health Fund (UK)

General Privacy Notice

Updated: 13 March 2025  
Next scheduled review: February 2027

This Privacy Notice explains how the Quaker Mental Health Fund (UK) collects, uses, stores and shares personal data and how confidentiality is maintained.

1. **About the organisation**

The Quaker Mental Health Fund (UK) is a registered charity in England and Wales. The charity company number with the Charity Commission is 1115135.

For the purposes of this notice, the Quaker Mental Health Fund (UK) is the data controller for the information we receive. We are registered with the Information Commissioner’s Office (ICO), registration number: A8496553.

1. **How we collect information**

The charity processes information of individuals and organisations that apply for grants. To achieve this, we collect and store information, including personal information, in a number of ways:

* Individual grant application forms
* Project grant application forms
* Research events
* Through online web cookies
* Donation form
* Applicant-led enquiries correspondence, collected from email, letter, telephone, or in person enquiry

1. **Why we collect information**

We collect information to enable us to assess grant applications and monitor the outreach of our work. Collecting information helps us to:

* To provide funding that has been awarded;
* To process donations received to the charity;
* To keep a record of applications received;
* To comply with Charity Commission guidance requiring us to identify and verify supporters, grant recipients, and to effectively assess risks associated with the acceptance of grant/s and or donation/s;
* To assess the impact and outreach of the charity;
* For research purposes;
* For audit purposes;
* To help plan business services; and
* To keep track of financial arrangements.

1. **The lawful basis for data collection and retention**

The legal reasons for collecting data are so that the charity can:

* Fulfil a contract with you or your organisation (Article 6(1); GDPR)
* Comply with our legal and regulatory environment (Article 6(1)(c)); and
* Fulfil our legitimate interests as a grant-awarding charity.

If we are processing your information for a ‘legitimate interest’ this will be for activities that achieve our vision and charitable objectives. The information will also motivate the charity to improve the performance and operational running of the charity. Your information there may be used for internal research analytics, service improvement, complaints, legal claims. Where we process your information for a ‘legitimate interest’ we will always make sure that your privacy rights and freedoms are taken into account, that the use of any data will be proportionate, and will not process any information where an imbalance or privacy issue exists. Appropriate safeguards will always be put into place to protect you.

Applicants to the fund are reminded that any omission of vital information may result in an application being delayed or refused.

Any other uses of data will be explained at the point of collection and will apply to all relevant statutory provisions.

1. **What data we collect**

For the following data subjects:

* Individual grant applicants
* Project grant applicants
* Donors to the charity

Individual grant applicants

For individual grant applicants the data that is collected is as follows:

* Personal information (name, address, date of birth, religious belief “Quaker affiliation/link”)
* Contact details (email address, telephone number)
* Details of the therapist or professional to be used, including registration numbers for therapists (UKCP/BACP)
* IP addresses (automatically collected by the form)

Individual grant applicants are asked to respond to the following ‘open’ questions on the form, which determine the viability of funding their application. Answers to these questions may contain sensitive or personal information, but vary depending on the answers supplied.

All are treated as if they do contain sensitive personal information.

* Why do you need a grant?;
* How will the grant be used?;
* Outcomes, if there are specific outcomes you are hoping to achieve, please tell us about that;
* Are you applying for funding from other sources;
* If you are seeking funding for other forms of support please describe what safeguarding processes are in place.

Individual grant applicants are also asked to respond to the following questions, which also determine the viability of funding their application. Answers to these questions do not contain sensitive or personal information.

* Criteria (a fixed list of preset options);
* How much are you applying for (currency figure, in £);

Project grant applicants

For project grant applicants, the information collected is as follows:

* Organisation contact details;
* Reason for application;
* Details of the project, including project plan, budget (or costings), beneficiaries, expected activities and outcomes, type of service to be delivered, risks
* Financial status and cost details of the providers involved in the project;
* Geographic and demographic details of those served by the project;
* References to support the project (including contact information of any referees)
* IP addresses (collected automatically by the form)

Donors to the charity

The charity relies on donations and this plays a large part in how the mission and goals of the organisation are supported.

When a donation is made to the charity, the following information is collected about the donor – whether from an individual or an organisation. Anonymous donations are possible.

* Name of donor
* Contact information (email address, telephone number, address)

Bank details are automatically taken by the data processor, Charities Aid Foundation (CAF), (Registered Charity Number 268369).

1. **Who we share data with**

The Quaker Mental Health Fund (UK) will only share information if it is appropriate to do so and there are very few situations in which this will be necessary.

We expect individual applicants to make contact with their therapist or other professionals. Any information about the work of projects will only be shared if it is anonymized. No details of people attending events organised by the Quaker Mental Health Fund (UK) will be shared.

When we share information, we will ensure that:

* Appropriate processes and standards are in place for the sharing of personal data;
* The information you have provided is used only for the purpose it was provided for;
* There is a written contract or agreement in place to protect the data being supplied;
* The information is not retained for longer than necessary.

Other organisations that we may need to share information with on a much stricter level or where exceptional circumstances exist include:

* The Regulatory Authorities e.g. HMRC, the Charity Commission, the Financial Conduct Authority (FCA) and the Prudential Regulation Authority (PRA);
* Law enforcement agencies e.g. the Police
* Health care professionals associated with your grant application;
* Suppliers and providers (Private and Public) who are involved in your care or who work on our behalf or the
* providers we work with;
* Individuals linked to you or your organisation;
* Organisations that require us to share information e.g. independent auditors etc.

This may be in respect of:

* + To the extent that we are required to do so by law;
  + In connection with any legal proceedings or prospective legal proceedings;
  + A Court Order which is served upon us (if not challenged);
  + To prevent and detect crime or disorder or for fraud, money laundering or tax evasion purposes;
  + Where it is required for ‘substantial public interest’;
  + To protect vulnerable children and adults; and
  + For health and safety purposes e.g. infectious diseases such as meningitis, measles etc.

We carry out appropriate checks in order that the charity complies with its legal obligations.

1. **Marketing and research**

Occasionally, there may be need to send communications to supporters or grant holders about the organisation, our services, or events, including any relevant information.

Marking information, material or newsletters would only be sent by email.

To unsubscribe to any information, this will be included in email correspondence, but recipient can let us know in writing that you would like to be removed from our emails.

Grant recipients cannot be removed from our email and data-holding systems, as we are required to hold up-to-date contact information in line with section 5, ‘Data we collect’.

We do not share any personal data with third parties.

As a charity we may used anonymized information for internal research purposes. This is so we can monitor our performance and consider if the true aims of the Charity are being reflected in our work and values. All research is internal-facing only and is not shared with third parties.

1. **Data subject rights**

Under General Data Protection Regulations (GDPR), all applicants who apply for a grant have certain legal rights regarding personal data, and full information about these rights is available from the Information Commissioner’s Office (ICO) here: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/>

To make a Subject Access Request, or to exercise any of the other rights above, please contact the charity directly.

1. **Retention of data**

As an organisation we keep data for as long as necessary in order to satisfy our legal obligations. All data held by the organisation will be retained in accordance with the following schedules:

Grant applicants

* All information submitted in respect of an awarded or successful grant application (both individual and project applications) will be retained for **5 years** from the final decision date of your application.
* All information submitted in respect of an unsuccessful grant application will be retained for **1 year** from the final decision date of your application.

Donations – all information will be retained for **7 years** from the date the donation was offered.

Customer relationship or mailing preferences – where you may have signed up to receive a newsletter or mailing from the organisation, we will retain your information and personal details (as collected), while the service is active.

1. **Security**

We take the protection of personal data seriously. To ensure your personal information is safe and secure, appropriate technical and organisational measures have been implemented to protect your personal data from abuse, loss, theft, alteration and misuse of data.

All data is stored on secure cloud based servers and uses SSL encryption. Access to data is protected to authorised personnel and password management tools, including two-factor authentications are used.

1. **Website cookies and log files**

Our website uses technology called ‘cookies’ to enable us to detect who has visited our website and how the user interacted with our web pages. The cookie is placed on your device each time you visit our website and ends when you leave our website. The cookie is reactivated once you revisit the website again.

Cookies do not contain any person-identifiable information. Our website uses three types of cookies:

* Session cookies: These enable the tracking of your movement across the website pages and save information to make life easier. For example, a session cookie might remember some of the activity undertaken before you left the site, meaning that when you return to use the page, you will not have to repeat an action.
* Persistent cookies: These enable your preferences and settings to be saved when you visit the website. This enables you to use the site faster and reduces the need to re-enter data.
* Third Party cookies: These enable user activity to be tracked outside the website, and optimise analytics.

**Restricting cookies**

All cookies can be disabled online. You should be able to configure your browser to restrict or block cookies. However, restricting cookies may limit the service you can receive from our website. You can find out more about deleting or restricting cookies by visiting: [www.allaboutcookies.org](http://www.allaboutcookies.org).

**Log files**

For the purposes of error monitoring and analysis, we capture log files which contain information about you and/or your computer. This includes:

* Computer name
* Operating System type and version
* Browser type and version
* IP address

No data processing or transformation is undertaken with this data. We analyse usage of the site to ensure our pages and services are relevant and current, and that information can be delivered effectively.

1. **Contact us and complaints**

Should you wish to contact us, you can either:

Write to us at: Quaker Mental Health Fund (UK)

c/o Wallingford Quaker Meeting House

13 Castle Street, Wallingford

Oxfordshire, OX10 8DL

Email us at: [clerk@quakermhfund.uk](mailto:clerk@quakermhfund.uk)

Telephone us at: 07395 565 428

We prefer all queries, concerns and applications to be sent electronically, but are happy to process paper queries if required.

We will respond to your concern in a timely manner.

The charity aims to meet the highest standards when collecting and processing personal data. If, however, you are unsatisfied with the service you have received from us, we encourage you to make a complaint.

Please see our Complaints Policy for further details about complaints.

1. **Information Commissioner’s Office (ICO)**

The ICO is the UK’s independent supervisory authority responsible for overseeing all data protection issues. If you are dissatisfied with any matter regarding our processing or handling of your data, once our internal complaints procedure has been exhausted, you may submit a complaint to the ICO, requesting an independent review.

The ICO can be contacted at the following address:

Information Commissioner’s Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire  
SK9 5AF  
  
Website: [www.ico.org.uk](http://www.ico.org.uk)

Telephone: 0303 123 1113 or 01625 545 745