



Privacy Policy- Beneficiaries

This document will let you know exactly how we use and protect your personal information. If you have any questions about it please just send us an email to info@sailorschildren.org.uk or our postal address is Sailors Children's Society, Francis Reckitt House, Newland, Cottingham Road, Hull, HU6 7RJ.

Sailors Children's Society provides and is responsible for the Sailors Children's Society website. When you use our website and provide information to us, Sailors Children's Society is the data controller of your personal information. Sailors Children's Society is a charity registered in England and Wales (number 224505).

Below we have answered a range of questions to help you better understand how we protect your personal information:

How information is collected?

We will obtain personal information from you in a number of ways, for example when you:

- Enquire about the support we offer.
- If you apply for support through the society.
- When you apply to us information is sent in by a case working organisation on your behalf. These include SSAFA, 4 St Dunstan's Hill, London, EC3R 8AD (charity number 210760), Royal British Legion, 199 Borough High Street, London, SE1 1AA (charity number 219279), The Fishermen's Mission, Mather House, 4400 Parkway, Solent Business Park, Whiteley, Hampshire, PO15 7FJ (charity number 232822) and The Merchant Navy Welfare Board, 8 Cumberland Place, Southampton, Hampshire, SO15 2BH (charity number 212799).

What information do we collect?

We will only collect information that we require in order to provide the services you request. For example, if a family is seeking ongoing support you will need to supply us with personal information (Name, DOB, address, contact number, benefit proof, children's details, and family history/circumstances) in order to proceed with the support application.

Sometimes we may obtain your personal information from third party data suppliers but only if they provide the appropriate evidence that you have agreed for your personal information to be shared with other organisations as described above.

The information may come directly from you or it may come from third party caseworker utilising the Case Management System (CMS). CMS, a third party that we consider is legitimate and trustworthy and in circumstances where it is appropriate and where you have had a clear expectation that your details would be passed on for this purpose. If the information received via CMS contains special category information, you will be written to, to request your permission to hold this data.

Families are encouraged to send feedback and photos of their children to the society; however the society will ask your permission to share these pictures on social media or with supporting organisations of Sailors Childrens Society.

Special Category Information

We will process most of the information you give us on the basis of the legitimate interest when providing the support you are seeking. Some of this information provided in the application form and as part of our ongoing relationship with you is considered sensitive and classified as special category information, this includes;

- Religion and trade union membership - We ask for this because there are some funds which are only available to people of certain religions.
- Health information this gives us a full picture of your situation and needs.
- If relevant criminal convictions - So that we can fully assess your circumstances

We need your consent to process this type of information. You do not have to give the information but if you do not it may affect how we can help you. You can withdraw your consent at any time. The information you will provide will only be used for the purpose of providing assistance to you. Sailors Childrens society will write to you separately to request permission to hold special category information.

Please see our Data Retention Policy for information on how long we keep that information post acceptance or unacceptance onto the support scheme.

Keeping your information up-to-date.

To enable us to offer the services you have requested we need your most up-to-date information about how to contact you. This information will be recorded on our database, Salesforce which is only accessible by staff of Sailors Children's Society who adhere to all privacy and confidentiality policies.

How do we use your personal information?

- To contact you regarding information you have requested or which we feel may benefit you.
- To make our services more targeted and relevant to potential beneficiaries.
- To process personal information to help us with our work and activities
- Dealing with your enquiries requests and complaints
- Providing you with information about our work activities events and services
- Complying with our legal obligations policies and procedures
- Providing and personalising our services
- Service improvement research.

You have the right to access the information that we hold on you. To exercise these rights, please send us a letter to our postal address: Sailors Children's Society, Francis Reckitt House, Newland, Cottingham Road, Hull, HU6 7RJ.

How long will you keep my information for?

All data in relation to unsuccessful applications for assistance is securely disposed of either by deletion from the internal systems or confidential shredding by an external contractor of paperwork

Data retention period for unsuccessful applications: 1 month

All paper copies of Personal Identifiable Data in relation to successful applications for assistance are placed in confidential shredding as soon as the information has been scanned onto the systems. Soft copies of Personal Identifiable Data are held on the secure servers for Society use. Information is securely removed from the servers by the BENEFICIARIES software provider ICARIS.

Data retention period for successful applications and ongoing family files: 7 years post last contact with family or until the child turns 26 if children's services have been involved.

Caravan Holiday Information containing Personal Identifiable Data e.g. guest details from other maritime organisations to be kept on file: 1 year (following the Society's year-end financial audit)

How we protect your information.

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal or transactional data stored on our website and systems. All systems are password protected and are looked after by external IT teams whom adhere to all our privacy and confidentiality policies. Our contracts are held with Realtec Computing Ltd, Witty Street, Hull, HU3 4TT and Art of Cloud, Unit 9 Feast Field, Horsforth, Leeds, LS18 4TJ.

How will we handle your information and other organisations?

We will not rent or sell your personal information to other organisations for use by them in any way, including in their own direct marketing activities.

However, where you have given us permission to we will pass on your information to external service providers to contact you. An example of this: If you have asked for debt support, we may refer you to SAIL however all forms and agreements to share must be completed prior to the sharing of you information.

It is key to note that we are a children's charity and that we have a safeguarding responsibility for all children on our scheme. If we feel it is in the best interest of the child or if the child is at risk, we will contact the appropriate children's services team and Personal Identifiable Data will be shared. Where possible, we will notify you of this unless we believe that to do so will put the child at further risk.

Where do we store your information?

The information we have regarding you and your family is stored on our database called AKC. This is for the sole use of Sailors Children's Society and this information will not be shared with external marketing companies.

If you are receiving family support, the family support officer whom is case-holding you, may have a paper copy of your basic Person Identifiable Data (Name, address, contact number) to enable them to contact you without direct access to AKC. When this information is not in use, it is stored in a locked filing cabinet and shredded once your family case is closed.

In cases where external websites are use e.g. Facebook, then we ask you to consult their privacy policies.

Your Rights

If you wish to exercise any of your rights, as listed below please contact us at info@sailorschildren.org.uk or a write to our postal address: Sailors Children's Society, Francis Reckitt House, Newland, Cottingham Road, Hull, HU6 7RJ.

- Access to your personal information;
- Objection to processing of your personal information;

- Objection to automated decision-making and profiling;
- Restriction of processing of your personal information;
- Your personal data portability;
- Rectification of your personal information; and
- Erasure of your personal information.

If you make a request relating to any of the rights listed above, we will consider each request in accordance with all applicable data protection laws and regulations. No administration fee will be charged for considering and/or complying with such a request unless the request is deemed to be excessive in nature.

Upon successful verification of your identity you are entitled to obtain the following information about your own personal information:

- The purposes of the collection, processing, use and storage of your personal data.
The source(s) of the personal information, if it was not obtained from you.
- The categories of personal data stored about you.
- The recipients or categories of recipients to whom your personal data has been or may be transmitted, along with the location of those recipients.
- The envisaged period of storage for your personal data or the rationale for determining the storage period.
- The use of any automated decision-making and/or profiling.

You may ask us to correct or remove information you think is inaccurate.

Updates to This Privacy Policy

We will need to update this policy from time to time. Whenever we make material changes, we'll endeavour to tell you in advance by sending a message to you if we hold your email address. Otherwise, please look on our website and other materials which indicate we have changed this policy. If you continue to share information with us or use our websites after we've changed our policy, we'll take it that you accept the changes.

Contact Us

You're welcome to get in touch with us to discuss your information at any time. Our contact details are here: Email info@sailorschildren.org.uk Telephone 01482 342331

Thank you very much for taking the time to read this policy.