

# **QEF Trading Limited**

## **Privacy Policy**

QEF Trading Limited understands that privacy and the security of your personal information is extremely important. Because of that, this policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, how long we will keep it, who we share it with as well as your rights over any personal information we hold about you.

QEF Trading Limited is a wholly owned subsidiary of Queen Elizabeth's Foundation for Disabled People

### **What information do we have or hold on you?**

We may collect personal information about you when you contact us directly regarding any aspect of our work e.g. when you buy from our shops, if you interact with us online or if you make a donation. We will ensure that we only collect enough information in order to allow us to provide the appropriate service and which is reasonable and fair. The sort of information we will hold will include:

- Personal Information such as your name and contact details and any feedback you give to us;
- Financial information such as bank details or credit/debit card details where you provide this to make a payment (although banking and credit/debit card details will not be stored);
- Information as to whether you are a tax payer, if you sign up for Gift Aid;
- Information about how you have used our services for example, we try to identify how we have worked with you. If you use our website, we try to identify when and how you use it through the use of cookies;

We will not hold sensitive personal (special category) data.

### **Lawful basis**

The GDPR requires us to rely on one or more lawful grounds to process your personal information. These are the grounds we think are relevant:

- Where you've given us your consent for us to use your personal information in a certain way. For example, we will ask for your consent to claim Gift Aid.
- Where necessary so that we can comply with a legal obligation. For example where we need to share your personal information with regulatory bodies which govern our work and services.

- Some processing is necessary for the performance of a contract which we have with you or to take steps before entering a contract (for example if you purchase something from our online shop or wish to have goods delivered to your home).
- Some processing is undertaken on the basis that it is in our legitimate interests and not overridden by your rights. For example information about how you have used our services.

### **How we use your information**

Personal information which you supply to us may be used in a number of ways, for example:

- to allow you to purchase goods or make a donation
- to provide the services or products you have requested;
- to ensure efficient and accurate administration of your request;
- to process your request or payment;
- to manage your case or complaint;
- help answer your questions and solve any issues you have;
- for statistical analysis to:
  - support a grant or funding application through the use anonymised information
  - report on the impact and results of our work and services and inform annual reports

We will keep your personal information for 7 years after last contact with you, after which it will be securely disposed of . In the case of Gift Aid records this will be kept for six years after the last financial year to which they relate, in line with HMRC guidance.

### **How we will ensure your information is kept safe**

We take security measures to protect your information including:-

- storing paper-based information in lockable areas;
- limiting access to paper-based and electronic information to those who need to see it;
- implementing access controls to our information technology
- disposing of data at the end of the retention period
- information will only be transferred outside of the UK with your consent and if specified secure conditions are met.

### **How we share your information**

We never share, rent or sell your information to third parties for marketing purposes.

We may disclose your personal data to third parties when permitted to do so including:

- with business partners, supplier or contractors, who are also GDPR compliant and will process the information under our authority;
- if we have a lawful basis for doing so;

- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation. This includes providing your personal data to other organisations, such as the Police, for the purposes of prevention and detection of crime;
- to protect the rights, property or safety of QEF, its personnel, visitors or users.

We will not disclose your data to anyone else without your consent.

## **Your rights**

We will ensure you can exercise your rights in relation to the personal data you provide to us.

You have the right: of access; to rectification; to erasure; to restrict processing; and to object. You have the right to data portability and where QEF use an industry standard application, we will provide portable data formats. If you wish to exercise these rights please contact [dataprotection@qef.org.uk](mailto:dataprotection@qef.org.uk) There is an additional right relating to automated decision making but QEF does not undertake any automated decision making activities.

If you have any privacy-related questions or unresolved problems relating to the use of your personal data, you may complain to us by contacting us at [dataprotection@qef.org.uk](mailto:dataprotection@qef.org.uk)

You also have the right to complain to the Information Commissioner's Office about our collection and use of your personal data. They can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, [www.ico.org.uk](http://www.ico.org.uk)

## **Changes to our privacy notice**

We keep our privacy notice under regular review and we place any updates on this web page. This privacy notice was last updated on 23 May 2018.

## **Further information**

For further information on how your information is used, how we maintain the security of your information, your rights to access information we hold on you, or details on how long we hold your information, please contact us at, [retailtrading@qef.org.uk](mailto:retailtrading@qef.org.uk) or write to us at:

QEF Trading Limited, Leatherhead Court, Woodlands Road, Leatherhead, Surrey, KT22 0BN