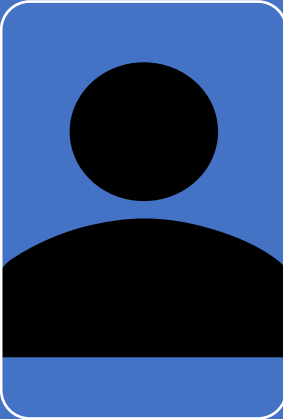


QEF Trading Limited is a wholly owned subsidiary of Queen Elizabeth’s Foundation for Disabled People (QEF). QEF understands that the privacy and safety of your personal information is very important. This policy sets out: *what type of information we hold on you; how we might use your personal information; how we keep it safe; who we might share it with; and your rights.*

What type of information we might hold:



- ✓ 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 UK taxpayer, if you sign up for Retail 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

How we use your personal information:



- ✓ 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
- ✓ to track sales of your donated items and contact you before making a gift aid claim

How we ensure your information is kept safe:



- ✓ only giving access to those who need it
- ✓ storing written information in lockable areas and using passwords when your information is kept on the computer
- ✓ securely destroying your data at the end of the retention period
- ✓ only transferring information outside of the UK when you say it's ok and if secure conditions are met



How we share your information:

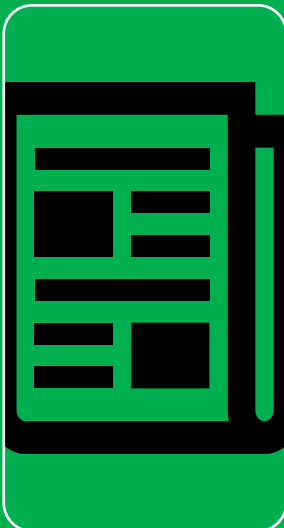
- ✓ with business partners, supplier or contractors, who are also GDPR compliant and will process the information under our authority
- ✓ if we are under a duty to disclose or share your personal data in order to comply with any legal obligation. This includes providing your personal data to other organisations, 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



Our lawful grounds:

We are only allowed to process your information when:

- ✓ you've agreed we can use it in a certain way for which we will ask you for explicit consent
- ✓ you've entered into an agreement with us to collect or deliver items to your home address
- ✓ there's a legal requirement for us to do so
- ✓ where it is in your/someone else's vital interests
- ✓ where it is in our true interests and not stopped by your rights



Your rights:

We make sure you can use your rights in relation to the personal data you provide to us:

- ✓ you have the right to access, change, erase, stop processing and to object to your data being held
- ✓ you have the right to data portability. Where QEF use an industry standard application, we will provide portable data formats
- ✓ you 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

If you wish to use these rights or have any privacy-related questions or unresolved problems related to use of your personal data, you may contact us at: dataprotection@qef.org.uk