

## ROYAL OPERA HOUSE BENEVOLENT FUND

### Privacy Statement

This Privacy Statement outlines the way in which we use and disclose personal data that is provided to us. We collect information about individuals who may benefit from our financial support, our grantees, our supporters, our staff and trustees.

The Royal Opera House Benevolent Fund (henceforth referred to as The Charity) recognises that your privacy is very important, so it is equally as important to us that you are confident with the way we handle your personal information. We fully comply with the General Data Protection Regulations and the Privacy of Electronic Communications Regulations.

#### Personal Data

Personal data includes any data that relates to a living individual who can be identified from that data. This may include an individual's name, address, telephone numbers and/or email address, bank details, other financial, health and background information.

This may come from potential or actual beneficiaries, employees, supporters, organisations, trustees and donors.

#### How we collect personal data

The Charity receives and stores personal information supplied to us in writing, via email, via the telephone, in person or online when applying, enquiring, or registering for help, employment, trusteeship or when attending events or donating money to the Charity.

We may also receive personal information from third parties, for example, a welfare officer, charity, agency or organisation who refers you to our service.

#### Purpose of using personal data

The Charity principally collects personal information to provide you with the services, products or information you have requested. Where we use your information, it may be because you have consented to us doing so. Some examples can be found below:

- You have given your consent to use the information for a specified purpose (including grant administration, marketing emails and newsletters)
  - o For internal administration, analyses, impact measurement and service reviews
  - o For marketing, feedback surveys and sending leaflets
- We have a legal obligation to use your information, for example to claim Gift Aid
- We are using your information in pursuit of a legitimate interest, for example:
  - o To collect money that is owed to us
  - o To manage our relationship with members, supporters and donors, for example to invite people to events

## **Disclosure of Information**

Your data is treated as strictly confidential and is only disclosed to parties who have a need to access it to fulfill the charity's objectives.

The Charity may disclose personal data to other employees including the Charity Trustees. We do not permit these parties to use such information for any other purposes than to perform the service instructed by us.

We may also share personal data with suppliers, known as 'data processors', to process data on our behalf, for example to deliver goods or services to grant recipients.

We may also need to disclose your information if required to do so by law. For example, we are legally required to provide your data to HMRC if you have agreed to us claiming Gift Aid on your behalf.

## **Consent**

By providing us with your personal data you consent to the collection and use of any information you provide in accordance with the above purposes. Where we offer you services either directly or through a third-party supplier, we will ask you for permission to use and/or share your information before we proceed.

You can withdraw your consent at any time. Please contact us if you want to do so.

## **How long we keep your personal information**

When the personal data is no longer needed it will be destroyed or permanently rendered anonymous. Examples might be that a grant is no longer being paid or a loan has been repaid or employment has ceased. As a rule, we will hold your information for a period of up to 6 years from the end of your relationship with the charity in accordance with our data retention policy. Please see our full Data Protection Policy for details.

## **Storage and security of personal data**

To prevent unauthorised access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect.

Individuals have the right to request access to and rectification or deletion of their personal data or restrict processing at any point from when personal data is provided to us.

The Charity will comply with all legal obligations including GDPR when we hold your data. If you have any reason why we should amend, delete or restrict use of your data, please contact us to discuss your concern.

## **What we do if you choose to tell us about your experience of our grant service**

Where grant recipients have provided information about their experience of applying for a grant, by whatever means, we will explain what the information will be used for and whether it will always be used anonymously unless you agree otherwise. For example, to write case studies which can be used in our communications including PR and media activity, digital and social media, marketing materials and internal communications, to help us raise awareness of

our mission. We would never use your story without obtaining your consent first and we would always contact you to discuss the use of your story in further detail on any future occasion.

### Contact us

- If you have any questions or comments about our privacy practices or this Privacy Statement,
- If you want to make use of any of the above rights, or other rights that you may have in relation to your personal data,
- If you wish to view our full Data Protection Policy, or
- If you have other questions or requests:

Please contact us at [ben.fund@roh.org.uk](mailto:ben.fund@roh.org.uk) or telephone 0207 72129128. You can also reach us at the following address: The Royal Opera House Benevolent Fund, Royal Opera House, Covent Garden, London WC2E 9DD

### If this statement is to be used to gain consent from e.g. grant applicants:

I have read and understood this privacy statement **and** I consent to The Charity collecting and using my data for the purposes described.

Your signature: \_\_\_\_\_

Your name (block capitals): \_\_\_\_\_

Date: \_\_\_\_\_