

The Coutts Foundation

The Coutts Foundation Privacy Statement

At The Coutts Foundation we are committed to protecting and respecting your privacy. This Privacy Policy explains how, why and when we collect and use your personal information, the conditions under which we may disclose it to others, and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to Coutts.Foundation@coutts.com or by writing to The Administrator, The Coutts Foundation, 440 Strand, London WC2R 0QS.

Who are we and why do we collect personal data from you?

The Coutts Foundation is an independent charitable foundation. We collect personal data from you in order to:

- Achieve our charitable aim of tackling the causes and consequences of poverty in the communities where Coutts has a presence
- Communicate with you throughout our funding processes
- Meet contractual and legal obligations

How do we collect information from you?

Most of the information we hold comes directly from you. This includes information you give us when:

- You submit an information submission form by post or email
- You interact with us in person, through correspondence, by phone, or by email
- You supply us with information about yourself and your organisation as part of the grant-making process

We might collect or receive information from certain third parties too. These include:

- Referees (that you have put us in touch with)
- Third parties contracted by us to work with you (e.g. consultants)
- From legal or regulatory bodies when required
- Other sources of publicly available information (e.g. websites, media)

If you're providing information about another individual, we'll assume that you have their permission to do so, and that they are aware of where they can find more information on how we may process their details.

What type of information is collected from you?

We collect personal information such as your name, phone number, job title, email address and social media user names, your postal address, organisation name and contact information (if relevant). We may also collect feedback, comments and questions received from you in project communication and activities, such as meetings, phone calls, documents, and emails.

How and when will your information be used?

We may use your personal data for the following reasons:

- To manage the funding process including administering and monitoring your grant
- To fulfil contractual and legal obligations
- To contact you and others within your organisation regarding matters that are relevant to the Foundation's and your organisation's work

We will use your information for the purposes outlined above, where one of the following applies:

- We use the information to carry out our obligations to you, as part of your relationship with us
- We must use the information to comply with the law or in the public interest
- We use the information to carry out our legitimate business interests
- You have given us consent to use the information

We are required to collect and use your personal information in a number of circumstances to meet our legal and regulatory obligations. These include using your personal information to carry out a range of activities that ensure we comply with the requirements set out by our regulator (e.g. The Charity Commission for England and Wales) and in relevant legislation (e.g. Data Protection Legislation and Anti-Money Laundering Regulations).

We may also disclose information to HMRC and other government bodies when we are required or permitted to do so.

How long is the information held for?

We keep our retention periods for personal information under review. We are legally required to hold some types of information to fulfil our statutory obligations. We retain your information for as long as is necessary for the relevant activity in order to manage your relationship with us, for a period of time after the relationship has ended or whilst our work is in some way related to your work or area of interest. We are committed to protecting your personal information and security measures are in place to do so.

Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

We will not release your information to third parties unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Your rights

You have certain legal rights to control what we do with your information. This includes a right to get access to your personal information; to request us to correct or update incorrect information; to object to or request that we restrict processing your information in certain circumstances; and to receive the personal information you provided in a portable format.

For more information about your rights, including how to exercise them and the circumstances in which they apply, you can email us at Coutts.Foundation@coutts.com or write to us at The Coutts Foundation, 440 Strand, London WC2R 0QS.

It is important to understand that in some cases, exercising your rights may affect our ability to consider your organisation for funding from the foundation, or to manage an existing funding relationship with you effectively.

We hope that we can address any concerns you may have, but you can always contact the Information Commissioner's Office.

Use of 'cookies'

Like many other websites, www.coutts.com/foundation and any other websites we may have in the future, use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This information helps us to improve our website.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in some of our website features not functioning. For further information on cookies visit www.aboutcookies.org

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our webpage www.coutts.com/foundation, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

16 or under

We are committed to protecting the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Review of this policy

We regularly review this policy. This policy was written in September 2018.