

FAMILY ACTION'S WELFARE GRANTS PROGRAMME- TERMS AND CONDITIONS

1. INTRODUCTION

Family Action is a charitable company limited by guarantee, registered in England and Wales under number 01068186 and registered with the Charity Commission under number 264713, whose registered office is 34 Wharf Road, London, N1 7GR. Further information on Family Action can be found at www.family-action.org.uk.

Family Action has been distributing grants to help people and families in need since its foundation in 1869.

Our welfare grants programme (the 'Fund') primarily provides grants for essential personal and household needs to assist families and individuals with low incomes, particularly those living on benefits. In addition, funding is available for disability aids that will benefit the applicant in the home and to provide recuperative holidays for women who are resident in greater London.

2. OPERATION OF THE FUND

We welcome grant applications ('Application(s)') to the Fund made on behalf of families and individual service users known to you (the Applicant), in accordance with our Eligibility Criteria (set out in Appendix 1).

You agree to only submit Applications that comply with the Eligibility Criteria. It must be shown that a positive difference will be made to the life (or lives) of the Applicant(s) as a result of receiving a grant from Family Action.

Before you submit any Application, The Applicant must be fully informed of and consent to you making the Application on their behalf and to you sharing the contents of the Application with us.

You can make an Application for a grant (the 'Grant') online. The Application Process for submitting a Grant is set out in Appendix 2.

Before making an Application, you must obtain verification that the Applicant meets the Eligibility Criteria. We welcome and will consider all applications from those eligible and ask you to try to specify, as best you can, in the application form, how the Eligibility Criteria for the Fund are met. We will consider the eligibility of Applications submitted and whether the case for a Grant is made out. Grants will be made from the grant funds available at the time the Application is reviewed, or as otherwise determined at our sole discretion.

We reserve the right to make an award for an amount less than the full amount made in an Application, as we deem appropriate.

We reserve the right to revoke, vary and/or add (a) condition(s) to any decision to award a Grant at any stage prior to the payment being made to the Applicant by you and to recoup from you any Grants not paid out to Applicants within a reasonable period.

Family Action Head Office 34 Wharf Road, London N1 7GR

T: 020 7254 6251 E: info@family-action.org.uk W: www.family-action.org.uk

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Registered Company Limited by Guarantee in England and Wales no: 01068186.

Patron: HRH The Duchess of Cambridge. Chair: Mary Fulton. Chief Executive: David Holmes CBE.

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The Grants may be subject to additional conditions (e.g. receipt of a reference or supporting statement) and will not be paid out unless the conditions are met. We may defer our decision pending clarification/additional information.

You and the Applicant understand that Grants made or considered under these Terms and Conditions constitute a single allocation of funds. Nothing communicated to you, the Applicant or any third party shall be construed as creating an ongoing funding relationship beyond the amount of the Grant.

Our decision(s) in relation to the awarding of a Grant and/or the conditions to be attached to a Grant shall be at our absolute discretion and our decision shall be final.

You shall undertake to use all best endeavours to ensure that the contents of the Grant Application that you submit are honest and truthful and that the Grant payment is used for the purpose(s) set out in the Grant Application. If we uncover any element of fraud in relation to any application, we may refuse to consider any further Applications from you and/or your organisation or on behalf of the Applicant concerned. Please note that Applications made fraudulently may be referred to the Police for further investigation.

We reserve the right to request any form of evidence of any payment in the nominated account, of payment out to the Applicant and/or that the Grant was used for the purpose set out in the Application, at any material time. You agree to provide the evidence requested within twenty eight (28) days of the request.

If you do not confirm to our satisfaction by the agreed time that the Grant has been used for the purpose set out in the Application or that the contents of the Application were honest and truthful, we may stop any further payments to you. We may also require that you repay some or all of the Grants paid to you and/or we may refuse to consider any future Applications from you and/or your organisation or on behalf of the Applicant to whom the grant in issue relates.

If your Application is unsuccessful and you would like us to review, our decision, we are happy to do so on receipt of an email detailing the reasons why you feel a review is required. In your email, please provide the unique reference number of the Application in the subject line of the email and send it to grants.enquiry@family-action.org.uk. We will respond to each review request individually as soon as we can which will usually be within 7 working days.

3. INFORMATION THAT WE COLLECT FROM YOU ABOUT GRANT APPLICANTS AND OUR DATA PROTECTION RESPONSIBILITIES

Much of the information that you need to provide to submit an Application is Personal Data as defined by with the Data Protection Act 2018 (the 'Act') and General Data Protection Regulation 2016/679 (GDPR). The Act and GDPR place certain obligations on us to protect your Personal Data when it is in our control and only use it for specified purposes.

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When an Application is made, in order for us to consider eligibility and administer the Grant, we will need to process Personal Data about the Applicant as defined by the Act and GDPR. For the purposes of the Act and GDPR, and these Terms and Conditions, Family Action shall be the Data Processor, in relation to the personal information supplied by you.

Should you have any questions relating to our processing of Personal Data or Special Category Data, please email dataprotection@family-action.org.uk including:

- amendment or alteration of Personal Data;
- retrieval, consultation or use of Personal Data;
- sharing, disclosure of Personal Data by transmission; or
- as an anonymised case study to show how Family Action can assist others.

Family Action will keep Personal Data confidential and secure, in line with the Act and GDPR, and will not share it with third parties unless:

- the third party is providing services to Family Action in relation to the giving and administration of grants and eGift cards to Applicant(s), on the condition that they keep the personal information confidential. These will include selected third party agents or partners if the grant is to be delivered as a eGift card.
- it has been adequately anonymised, to ensure that Applicants are not able to be identified;
- Family Action is under a duty to do so by rule of law, or regulatory requirement;
- Family Action needs to report a crime; or
- You have obtained clear and informed consent to share an Applicant's Personal Data and your individual story about how Family Action and receipt of the Grant has helped them.

You also undertake that at all times, you will keep all data stored and processed relating to Applicants secure and in accordance with your obligations and responsibilities under the Act. In particular, you will obtain the fully informed consent of the Applicant to you making the Application and to the sharing of the information in the Application and any additional information with us, as highlighted below.

Prior to submitting an Application on behalf of an Applicant, you agree and undertake that you have obtained their consent to ensure they understand how the data will be used and to obtain their consent to their data being processed by Family Action, for the purposes of making an Application for a grant from the Fund. For ease of reference, we have included a suggested Consent Form at Appendix 3 which can be used by the Applicant (or the person legally entitled to provide consent on their behalf), as set out in the Consent Form. You agree to retain and safely file all consents for a reasonable period of time and to provide us with access to such consents or forms at any time, and on request.

The data that we need to collect will vary, but may include:

- Name
- Contact details, including email, telephone number and postal address
- Date of birth
- The details of their family
- Reason for your grant application
- Healthcare Information

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- Bank Account details
- Employment information/occupation
- Social Care History
- Ethnicity information
- Disability information
- Details needed to improve their experience such as dietary requirements or accessibility needs

Who Will Have Access to Information About our Applicants?

Applicant information will only be accessed by people who need to do so as part of their role. This could include:

- Staff and managers administering our Grants; and
- Some Personal Data, such as name, email and/or postal address, may need to be passed to selected third party partners depending on how the grant is delivered. For example, if the grant is to be delivered as a eGift card both name and email address will need to be passed on to the relevant agent or store. These may include, but are not limited to, Family Fund Business Services, Blackhawk Network, Argos, Tesco, Asda, Sainsbury's and Morrisons.

Definitions

Please find below definitions of some of the terms above for your information and assistance.

Processing

In the Act "processing" means obtaining, recording, or holding the information or data or carrying out any operation or set of operations on the information or data. Including:

Personal Data

Means:

- any data from which the identity of a living individual can be determined, either by itself or with other data processed by the data controller;
- any information such as name and address, email address, telephone number and general contact details. Personal Data includes images on film (e.g. CCTV images), photographs and telephone voice recordings.

Special Category Data

Means Personal Data consisting of information as to:

- the racial or ethnic origin of the data subject;
- the data subject's political opinion;
- the data subject's religious beliefs or other beliefs of a similar nature;
- whether the data subject is a member of a trade union (within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992);
- the data subject's physical or mental health or condition;
- the data subject's sexual life;
- the commission or alleged commission by the data subject of any offence; or

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- any proceedings for any offence committed or alleged to have been committed by the data subject, the disposal of such proceedings or the sentence of any court in such proceedings.

For further information, please refer to our Privacy Notice on our website at www.family-action.org.uk/privacy-notice.

In submitting an Application, you confirm that you are in agreement with and have complied with the requirements under this paragraph 3.

4. FEEDBACK

In order to be able to provide the generous donors, our supporters and the wider community with the assurance that donations are directly benefiting those eligible to apply to this fund, we need to be able to demonstrate the difference the awarding of our Grants has made to Applicants. We therefore ask you to use your best efforts to provide us with feedback about the impact of Grants awarded for the recipient Applicants.

Feedback may be requested through Survey Monkey or in any other format, electronic or otherwise, as determined by us from time to time. The feedback that you provide must be anonymised and not include any personal data about the Applicant.

If we consider that you have unreasonably failed to provide any feedback we have requested, we reserve the right to refuse to consider any further Applications made by you.

5. LIMITATION OF LIABILITY

You agree that we, our trustees, directors, employees, staff, volunteers, agents or any other representatives will not be responsible or liable in any way, for loss (whether in contract, tort or otherwise), under any circumstances for any amount or type of loss or damage (including without limitation, any direct, indirect, punitive or consequential loss or damages, or any anticipated or actual loss of profit, loss of opportunity, loss of data, costs and fines and/or any special or incidental damages of any kind) that may result to you, an Applicant or Applicants or a third party arising from or connected in any way to:

- interruption of business; or
- incorrect or incomplete details provided to us; or
- non-delivery of forms or other communications or
- events beyond our reasonable control

arising either directly or indirectly from the Grant Application process and/or our Terms and Conditions.

Notwithstanding any provision of these Terms of Conditions, we do not exclude or limit our liability for:

- death or personal injury caused by our negligence or that of any of our officers, employees or agents; or
- fraudulent misrepresentation; or
- any liability, which it is not lawful to exclude.

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Family Action makes no assessment as to whether the receipt of a Grant could impact or affect the Applicant's rights in claiming any benefits, and that you and the Applicant will need to make their own assessment as to whether the receipt of a Grant could impact any benefits that they may be eligible for. Family Action does not accept any liability in the event that a Grant payment affects the rights or eligibility of the Applicant in claiming other benefits to which they may have been entitled.

6. ENFORCEMENT

If the whole or any part of any provision of these Terms and Conditions is or becomes invalid, void or unenforceable for any reason the same shall, to the extent required, be severed from these Terms and Conditions and rendered ineffective so far as is possible without modifying the remaining provisions of these Terms and Conditions, and shall in no way affect the validity or enforceability of any other provisions.

7. THIRD PARTY RIGHTS

These Terms and Conditions are not intended to create and shall not create any rights, entitlements, claims or benefits enforceable by any third party by virtue of the Contracts (Rights of Third Parties) Act 1999.

8. PARTNERSHIP/JOINT VENTURE/AGENCY

Nothing within these Terms and Conditions shall be deemed to constitute a partnership between or joint venture by the parties or constitute any party the agent of the others. No party shall hold itself out contrary to the terms of this paragraph and no party shall become liable by any representation, act or omission of the other contrary to these provisions. These Terms and Conditions are not for the benefit of any third party and shall not be deemed to give any right or remedy to any such party whether referred to within these Terms and Conditions or not.

9. JURISDICTION

These Terms and Conditions are established under the laws of England and Wales and you agree to submit to the exclusive jurisdiction of the English courts as regards any claim, dispute or other matter arising under or in connection with these Terms and Conditions.

These Terms and Conditions are correct as at 28th April 2022.

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APPENDIX 1: ELIGIBILITY CRITERIA

What are the eligibility criteria?

Our welfare grants programme primarily provides grants for essential personal and household needs to assist families and individuals with low incomes, particularly those living on benefits. In addition funding is available for disability aids that will benefit the applicant in the home and to provide recuperative holidays for women who are resident in greater London.

In addition to living on a low income and having right of residency in the UK welfare grant applicants must fall into one or more of the following “priority areas” listed below to be eligible to apply for a grant.

Priority Areas

Grant available nationally (including London).

- Older People: Support to promote independence; improve the quality of life and isolation for those aged 60 and over. Please note that we will require ID for the applicant that shows proof of age, this can be a passport, driving license or birth certificate.
- Disability/Sickness: Support to pay for:
 - disability aids that will benefit the applicant in their home. Please note, we do not fund ordinary personal and household needs under this category such as cookers or bedding unless a clear case is made that they have to be specially adapted to meet the applicants needs and we may require additional information before a grants is made to support the application.
 - OR
 - items required (not preferred) by the assessment to allow discharge from hospital to home that cannot be provided by NHS or Social Care. Please note we will only consider applications received from NHS Trusts or Social Services under this category. An explanation of why they are needed and why they are not provided by NHS or Social Care needs to be provided on the application form.
- Mental Health: Support for adults (over the age of 18) with a clinical diagnosis of a mental health condition.
- Domestic Abuse: Support for families or individuals who have recently experienced domestic abuse.

Grants available for residents of Greater London only.

Holidays for Women living in Greater London: Support to provide a recuperative holiday to recover health or strength after a long illness, physical or mental. The holiday must be applied for either during the illness or within 6 months of discharge from hospital or end of treatment and the application must be supported by evidence from an NHS professional. Please note this fund is for women* and their children of 16 years or less only. Applicants must live in the Greater London area.

*This fund is open to those who identify as women, inclusive of trans women, and also to non-binary people and people of other minoritised genders.

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What items cannot be funded?

Items we will not fund include: day to day living expenses; council tax arrears; debts (including utility bills); fines; rent deposits, arrears or payments; moving costs; funeral expenses (including associated expenses, such as headstones); gifts (such as toys for birthdays, Christmas or other festivals); repayment of Social Fund or other loans; bankruptcy or insolvency costs; items already purchased; driving lessons; computers; televisions; citizenship applications; legal fees; passport applications; costs associated with employment or education (including school uniforms); sponsorship; general appeals; funding for projects or groups; holidays (except for women living in greater London), mobility scooters or similar mobility aids for use outside the home.

These Eligibility Criteria are correct as at 28th April 2022.

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APPENDIX 2: APPLICATION PROCESS

Who can apply?

All applications must be made, on-line, by a suitable referring agency. Suitable referring agencies include: statutory agencies or charities that provide health or social care; housing associations; probation services and GP's.

We are only able to accept applications from referring agencies that:

- have knowledge of and are able to assess the needs of the individual or family in need
- have a bank account in its own name and are able to bank and administer grants on our behalf. Payments will only be made to the referring agency unless a prepaid Argos card is requested during the application process. If a prepaid store card is requested it will be sent directly to the beneficiary.

It is vital that the individual or families needing assistance meet the eligibility criteria of Family Action's welfare grants programme. We regret that if an application is received on behalf of someone who does not meet the eligibility criteria a grant will not be awarded.

Who cannot apply?

We do not accept applications directly from individual members of the public.

Anyone who is not a service user of a registered Referral Organisation.

Current employees of a Referral Organisation or their family members are not permitted or eligible to make an application for a grant under this Scheme.

How much can I apply for?

The average grant is likely to be in the region of £200 to a maximum of £300 in most cases. Grants of up to £500 can be made under the Disability/Sickness priority area and up to £600 for women's holidays (depending on the size of the family).

If the applicant requires more than the maximum amount available from Family Action you will be asked to explain how the balance will be raised.

How many grants can I apply for?

We are only able to consider one application per applicant in any 12 month period. We will only consider grants for a holiday (for women living in Greater London) every 3 years.

How do I make an application to the grants programme for the first time?

Enter your email address at the login page at <https://family-action-trustsearch.org.uk/apply/wel/intro.aspx>. If you're eligible to register, you'll be taken to the registration process. This will check our systems and allow you to associate yourself with an existing organisation, or create a new one if required. You will then need to tell us some information about yourself, and verify that you can receive emails to the address that you specified.

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How do I return to an incomplete application or make another application?

Go to <https://family-action-trustsearch.org.uk/apply/wel/intro.aspx> and log in with your email address and password. You will be taken to a screen where you can access incomplete applications or create a new one.

What do I do if I have problems with completing the application form, submitting the application or have questions about the grants programme?

Information on eligibility criteria and how to apply for a grant are provided on our website and kept up-to-date as and when the situation changes, e.g. when we are open and if funds are available.

Email the Grants Service at grants.enquiry@family-action.org.uk detailing your problem and using screen grabs to illustrate your problem, if appropriate. The grants service will get back to you as quickly as possible. We review all emails and if our automated response does not answer your questions we will reply individually and telephone if necessary if a contact number is provided.

We are only able to offer limited telephone support so in the first instance please email your enquiry to grants.enquiry@family-action.org.uk. Our telephone helpline is currently open from 14:00 to 17:00 on Tuesday, Wednesday and Thursday. Calls will not be taken outside these hours however you can always email us.

What happens after I have submitted the application form?

You will immediately receive an automated email providing you with a unique reference number for the application submitted (please quote this number in any future correspondence) and the latest date of the meeting at which the application will be considered by the grants team.

You will be informed of the outcome, by email, within 3 working days of the meeting date at which the application is considered.

If your application is successful how will the award be made?

Payment of grants to successful applicants will either be made by BACS to the referring organisation or by an Argos eGift card which will be sent directly to the beneficiary by Argos. If the payment is to be made by Argos eGift card Family Action will email the beneficiary direct with the pin code with which they can activate their eGift card so a personal email address of the beneficiary must be provided on the application form. eGift cards cannot be sent to the referring organisations email address.

The eGift card may be used at any Argos store, or online at www.argos.co.uk

Payments options for Family Action service users are detailed on the application form.

The referring agency will make the choice as to which payment method is preferred on the application form.

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If an application is unsuccessful how can I ask for the decision to be reviewed?

The majority of unsuccessful applications are because the applicant does not meet our eligibility criteria so it is very important to check these before taking the time to submit an application. The other key reason is because funds are not available – we have allocated all the funds.

Eligibility criteria are published on the website where we also publish updates on funds available at any given time so it is important that you read ALL information available on the website before submitting your application.

If your grant application is unsuccessful and you would like us to review our decision we are happy to do so on receipt of an email detailing the reasons why you feel a review is required. In your email please provide the unique reference number of the application in the subject line of the email and send it to grants.enquiry@family-action.org.uk We will respond to each review request individually as soon as we can which will usually be with 7 working days.

Please note we will only enter into correspondence with the referring agency that submitted the application.

Enquiries and contact details:

Email: grants.enquiry@family-action.org.uk

Telephone: 07816408119 on Tuesday, Wednesday or Thursday between 2pm and 5pm. Calls will not be taken outside these hours however you can always email us.

Post: With regret we are unable to acknowledge or respond to postal enquiries unless a stamped, addressed envelope is provided.

NOTE: The grants service is only open between 9.30am and 5.30 pm on Tuesday, Wednesday and Thursday

This Application Process is correct as at 28th April 2022.

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APPENDIX 3: SUGGESTED CONSENT FORM

Data Protection Act: Consent Form

In order for Family Action to process, consider and administer your application for a grant, we will need to review and store the information set out in your grant application and any additional information provided to us by you or on your behalf.

As the information you provide us with might include data about you which is personal and sensitive data, to comply with our data protection responsibilities, we must tell you how we use your data and ask for your permission. By signing this form, you are providing us with permission to process your data for the purposes set out. For further information, please see overleaf.

Permission to process and store your data

Family Action will store your data on an electronic database, only accessible to appropriate members of Family Action staff. Family Action is a Data Processor for these purposes.

Your data will only be processed in order to review and administer your application and any Grant that may be awarded to you and for the administration of the Fund. If you agree to your data being processed in this way, please tick the appropriate box and sign below.

Yes – I understand how my data will be used and I give my consent to Family Action recording and processing my data for the purposes set out.

No – I understand the contents of this form and I do not give my consent to the Family Action recording and processing the personal and sensitive data set out.*

*(Unfortunately, if you do not wish to grant your consent, we will not be able to process your application and therefore cannot take your grant application any further).

Full Name:		
Signature:		Date:

Data Protection: Further Information

What is personal and sensitive data?

Personal data is data which can be used to identify you. This may include your name, date of birth, address, telephone number etc.

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Sensitive data might include racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

We will only store and process the information that is provided to us by you or on your behalf in your application for a grant. We will not search for additional information about you, beyond what is provided to us.

Where will you store my data?

Your application form and any personal and sensitive data contained within it will be stored in a secure electronic database accessed by appropriate members of Family Action staff.

How will my data be stored and used?

Your data will only be used in a way that enables us to consider, review and administer your application and any grant that is made to you as a result. That could include reviewing, storing, organising and, when appropriate, securely disposing of the data we hold about you.

Can I withhold my consent?

We will not store, record or process your data unless you provide your consent. Unfortunately, however, as we need to review your data in order to consider your application, we will not be able to consider your application for a grant unless you provide your consent.

We will not share your information with anyone else without your consent, unless required to do so by law.

Complaints handling procedure

Family Action has a complaints handling procedure. Full details of the complaints procedure are available on request.

Use of anonymised data for reporting purposes

In order to be able to provide the generous donors to the Fund, our Supporters and the wider community with the assurance that donations are directly benefiting those eligible to apply to this fund, we need to be able to demonstrate the difference the awarding of our Grants has made to Applicants to the Grant Fund.

If your grant application is successful, we may therefore ask your referral agency (the organisation or person helping you apply for the Grant) or your Family Action service for feedback about the difference the grant has made to you. We only ask the referring agencies and services to provide feedback on an anonymised basis – so we do not know who feedback relates to and there will not be anything in the information provided by your referring agency or service which will make you identifiable. The feedback will not contain any “personal data” from which you could be identified.

Family Action Head Office 34 Wharf Road, London N1 7GR

T: 020 7254 6251 E: info@family-action.org.uk W: www.family-action.org.uk

Registered as a Charity in England & Wales no: 264713. Registered as a Charity in the Isle of Man no: 1206.

Registered Company Limited by Guarantee in England and Wales no: 01068186.

Patron: HRH The Duchess of Cambridge. Chair: Mary Fulton. Chief Executive: David Holmes CBE.

Vice Patrons: Christine Davies CBE. Dr Andrew McCulloch. Dame Denise Platt DBE. Katie Vanneck-Smith. Professor Harriet Ward CBE.



We may then share that feedback with our donors and funders and others we are promoting the Fund to, so that they can see the impact their donation has made.

If you have any questions or are unsure about this, please speak with your referring agency or service, or the person helping you to submit your Grant Application.

This Suggested Consent Form is correct as at 28th April 2022.

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