

CSIS Charity Fund Privacy Policy

Introduction

CSIS Charity Fund is committed to ensuring that your privacy is protected. This policy explains why we collect and how we use your personal information, the conditions under which we may share it with others and what security measures are in place to keep it secure. We may change this policy from time to time so please check this page occasionally to ensure that you are content with any changes.

If you have any questions about this Policy and our privacy practices please contact us by email to info@csischarityfund.org or by writing to CSIS, 1st Floor, Gail House, Lower Stone Street, Maidstone ME15 6NB or call us on 07843 342889

Who are we?

CSIS Charity Fund is an independent registered charity, linked to the Civil Service Insurance Society (hence the CSIS in our name).

A deed of covenant between the charity and the insurance society binds CSIS to donate to us its annual trading surplus. This gives us the funds we need to meet our aims – namely 'the relief of need, hardship and distress among serving, former and retired civil and public servants and their dependants'.

Our activities are regulated by the Charity Commission. The decision on how our funds are used is made by a board of independent Trustees.

How do we collect personal information from you?

Through the CSIS Charity Fund website when you send us an email using our 'contact us' option requesting further information.

If you are a widow or widower of a deceased policyholder and apply for financial assistance from the CSIS Charity Fund we will send you an application form either by e-mail or a printed form send via the postal system.

What type of information is collected from you?

When you ask for information regarding financial assistance through the CSIS Charity Fund website we need to know your name, email address, and occupation.

If you are a widow or widower of a deceased Civil service Insurance Society policyholder and apply for financial assistance we need to know your name, address, date of birth, telephone number email address and income/expenditure/debt information. Your data can be delivered by email or by post and will be stored on our IT system.

How is your information used?

If you are a widow/widower of a deceased Civil Service Insurance Society policyholder your information is used to assess whether you are eligible to receive a grant from the CSIS Charity Fund.

We review our data retention periods for personal information on a regular basis. We are required contractually or by our industry standards to retain some information for specified periods and will retain your personal information on our systems for as long as is necessary or as set out in any relevant contract.

Who has access to your information?

We will not share or sell your information to Third Parties for marketing purposes.

We will share your personal information with a Third Party Service Provider for the purpose of them undertaking a visit to discuss with you your financial and general situation before a decision regarding a grant is taken.

We also store your data with our Disaster Recovery Provider in secure off-site servers as part of our Disaster Recovery Plan

Your choices

You have a choice about whether you wish to receive information from us. We will ask you for your explicit consent to communicate to you and we will store your consent on our database. If you no longer wish to receive communications from us you can contact us and opt out of all communications by emailing us at info@csischarityfund.org or calling us on 01622 766963 and we will record your instruction accordingly.

How long do we keep your data?

Your personal data will be held for not less than is necessary to meet statutory or regulatory requirements.

How can you update or remove your data?

Your right to access of (and rectification of) your personal data is very important to us. If any of the information we hold is inaccurate or out of date please contact us by email at info@csischarityfund.org or call us on 01622 766963. You have the right to ask a copy of the data we hold on our system in respect your personal information. If you require a copy please contact us using the details above. If we no longer have a legal obligation to retain your data you have the right to have your data erased.

Security of your data

By submitting your personal information from within the CSIS Charity Fund web site you consent to the use of that information as set out in this Privacy Policy. The Internet is a global medium and your information may therefore be transferred outside the European Economic Area en route to our servers. When submitting your information we will, where possible, ensure that appropriate security measures are in place.

Links to other web sites

Our website contains links to other websites. This privacy policy only applies to our web site and we cannot be responsible for the privacy policies and practices of our associated organisations and recommend that you check their privacy policies.

Cookies

A cookie is a small file which asks permission to be placed on your computer hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Overall, cookies help us provide you with a better website and service, by enabling us to monitor which pages you find useful and which you do not. A cookie does not give us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies but you can usually modify your browser setting to decline cookies if you prefer.

Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. (Google). Google Analytics uses cookies, which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Complaints

If you are unhappy with the way you have been treated in relation to the data we collect and our processing of it you can raise a complaint with the Information Commissioners Office on 0303 123 1113.

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