Buckinghamshire Community Foundation AKA Heart of Bucks customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Post

Heart Of Bucks, 2nd Floor, 59 Walton Street, Aylesbury, Buckinghamshire, HP21 7QG

Email

info@heartofbucks.org

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**: [Note: we will only collect the types of information that are relevant to the service being provided]

- Names and contact details
- Addresses
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions) – only where relevant to an application for individual grants
- Account information
- Website user information (including user journeys and cookie tracking)

- Photographs or video recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints
- Information relating to sponsorship

We also collect or use the following information to **provide services and goods, including delivery**:

- Racial or ethnic origin
- Health information

We collect or use the following information to **prevent crime, prosecute offenders, or defend against legal action**:

- Names and contact information
- Customer or client accounts and records
- Financial transaction information

We collect or use the following information to **comply with legal requirements**:

- Identification documents
- Financial transaction information

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)

- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

Lawful bases

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
    - We collect personal information from publicly available sources to identify people and organisations whose values and interests are likely to align with our charity's purpose where we may be able to assist their philanthropic or charitable giving intentions.
    - We collect personal information from publicly available sources to identify people connected with Charitable Trusts and Organisations who may be interested in our Charitable Trusts or Corporate networking.
    - We collect personal information from people connected to charities or other organisations who would potentially be eligible for our funding.

Our lawful bases for collecting or using personal information to **prevent crime, prosecute offenders or defend against legal action** are:

- Consent
- Contract

- Legal obligation

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent
- Contract
- Legal obligation

Where we get personal information from

- People directly
- Councils and other public sector organisations
- Publicly available sources
- Third parties:
- Third party referrers to our individual crisis grant programmes who only provide information to us on the basis of consent from the applicant

How long we keep information

Personal Data will be held for a maximum period of seven years from either the end of your contract with us, or where this is not relevant, from your last engagement with our services.

Who we share information with

Data processors

Azets

This data processor does the following activities for us: Provide audit services

WorkSmarter

This data processor does the following activities for us: Provide HR systems

Salesforce

This data processor does the following activities for us: Provides Customer Relationship Database service

MailChimp

This data processor does the following activities for us: Provides digital mailing services.

BCQ

This data processor does the following activities for us: Provides web-site hosting.

Other organisations

- Insurance companies
- Health care providers
- Charity Commission, Fundraising Regulator, Information Commissioners Office
- Organisations we're legally obliged to share personal information with
- Other relevant third parties:
    - UK Community Foundations or Donors/Fund holders when required for the administration of grant programmes. Grant applicants are advised at application stage who their information may be shared with, which will be determined by the fund to which they are applying.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

You can view our data complaints procedure at this link: The Buckinghamshire Foundation

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint

Last updated

09 September 2026