Privacy

See all updates

The privacy and security of the personal information you provide is extremely important to us. This privacy policy explains how and why we use your personal data.

We will not sell, rent, distribute or disclose information about you as an individual or your personal usage of the Site without your consent or unless required or permitted to do so by law.

Who we are

The National Lottery Heritage Fund is an operating name of the Trustees of the National Heritage Memorial Fund.

The National Lottery Heritage Fund website is a UK-based website and takes care to comply with relevant data protection legislation such as the Data Protection Act 2018 (DPA 2018) and the UK General Data Protection Regulation (GDPR). The National Lottery Heritage Fund are data controllers for the purposes as defined by DPA 2018 & UK GDPR.

If you have any questions relating to this privacy policy or how we use your personal data, please send them to Fair.Processing@heritagefund.org.uk or post them to the Data Protection Officer, National Lottery Heritage Fund Cannon Bridge House, 25 Dowgate Hill, London EC4R 2YA.

What we need

The Information we gather will depend on if you are joining our Online Communities or are applying for a grant. In either case we collect the minimum personal information we need to deliver the service to you. This will include your name, email address, and any personal preferences you select.

How long we keep it

The personal data we use for sending you news or notifications by email will be kept by us until you notify us that you no longer wish to receive this information.

There is a different data retention policy for information provided during a grant application. This will be disclosed during the application process. It will vary depending on if your application was successful or not and on the nature of the award.

Mailing lists

If you subscribe to our mailing lists (e.g. eBulletins) for news and other information, we also ask you to answer various general questions about yourself. You will be asked to specify the areas in which you are interested so that we can tailor the information which we send to you to cover the services and programs which we believe you might be interested in. You may change these preferences by logging in and updating your profile.

We may also use the Information we gather to notify you about important functionality changes and alterations to the Site, or services relating to our distribution of services, or information that might be of particular interest to you (where you have consented for us to do this).

If at any time you wish to stop receiving information you may have requested from us, select the ‘Unsubscribe’ link at the bottom of any communication you may receive from us. Any personal data you provide will only be retained while you consent to receive information from us. If you unsubscribe, your personal information will be deleted.

Grant applications

If you make an application or a pre-application for a grant, you must be at least 18 years of age. We will use and retain any personal information you supply in accordance with the relevant data protection legislation, and as advised during the application process.

We may use your contact details to keep you informed about our work, (including by email, where an email address has been supplied), unless you have indicated that you would prefer not to receive information from us which is not connected to your application or grant.

Surveys and user groups

We always aim to improve the services we offer. As a result we occasionally canvass our customers using surveys. Participation in surveys is voluntary, and you are under no obligation to reply to any survey you might receive from us. Should you choose to do so, we will treat the information you provide with the same high standard of care as all other customer information.

Links to third parties sites

Please note that we do provide links to other sites, which may not be governed by this privacy policy and you should view the privacy policy of those sites for further information.

Traffic patterns / site statistics

We may monitor customer traffic patterns, Site usage and related Site information in order to optimise your use of the Site and we may give aggregated statistics to a reputable third-party, but these statistics will include no information personally identifying you.

Transfer to third parties

We may also share your personal information with our suppliers in order to facilitate surveys and survey analysis. We ensure that our suppliers protect your personal information as securely as we do.

For grant applicants we may share your personal data with one of the consultants on our Register of Support Services if they are appointed to help support you on your project.

We do not transfer your data to any third parties based outside of the EU.

Your rights

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

1. The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions by emailing Fair.Processing@heritagefund.org.uk .
2. The right to access the personal data we hold about you.
3. The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
4. The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold.
5. The right to restrict (i.e. prevent) the processing of your personal data.
6. The right to object to us using your personal data for a particular purpose or purposes.
7. The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
8. The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
9. Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

As such, if any of the information you provide when subscribing to the services on the Site changes, please update your profile by logging in or alternatively please notify us.

If at any point you believe the information we hold on you is incorrect you may request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal information, you can contact our Data Protection via Fair.Processing@heritagefund.org.uk who will investigate the matter.

If you are not satisfied with our response or believe we are using your personal information not in accordance with the law, you can complain to the Information Commissioner's Office.

How can I access my personal data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "data subject access request".

All data subject access requests should be made in writing and sent to the email or postal addresses shown above.

There is not normally any charge for a data subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your data subject access request within thirty days of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your

request. You will be kept fully informed of our progress.

Amendments to this privacy policy

We may occasionally modify this privacy policy, such variations becoming effective immediately upon posting to the Site and by continuing to use the Site, you will be deemed to accept any such variations.