



The Pilkington Family Trust

PRIVACY NOTICE

As a data controller, the Pilkington Family Trust, managed by Pilkington Retirement Services Limited, controls and processes personal information on behalf of its beneficiaries. Personal information is information, or a combination of pieces of information, that could reasonably allow you to be identified. The organisation is required under data protection regulations to process this information fairly and lawfully.

As a data controller the Trust must give to its beneficiaries certain information, commonly called a “privacy notice” about the sort of information they hold, the purposes for which it is used and individual’s rights in relation to their data. The provision of your personal data is not a statutory or contractual requirement. The Pilkington Family Trust must have a legal reason to use your personal information and in most cases it will require your consent to hold your personal information. In some cases it will be to meet the Trust’s legitimate interests to administer and deliver the Trust’s welfare programme. It is your choice as to whether you wish to provide personal information to the Pilkington Family Trust. Without your personal information the organisation may be unable to provide you with any assistance.

What information do we collect about you

We hold or will collect personal information about you from a variety of sources, including information from you directly, information from Pilkington Group Limited, and information we get from other sources, including local authorities, health and social care providers and other support service providers for services we may commission on your behalf. The personal information we will hold will include data such as name, date of birth, marital status, national insurance number, address, telephone, e mail, etc. and, if essential, financial information as well as pertinent details about your general health and well being. The information we hold may also include similar personal information about your partner and their general health and well being. Where necessary, contact details of other family members may also be held. If you provide contact details of other people please ensure they have given you their agreement.

How we will use the information about you

The personal information will be held and used for the purposes of providing information and support services to you or your partner from the Pilkington Family Trust. These services, which may vary, are provided as appropriate to your circumstances. To allow us to provide services you may receive

- Visits from employees of the Pilkington Family Trust who will notify the organisation as to your well being and any partner’s well being
- Communication and information from the Pilkington Family Trust about the services available

The Trust’s publications and website may use images of groups and events.

Information Sharing

To be able to provide support services personal information could be given to Pilkington Group Limited, health and social care providers and other support service providers for services we may commission on your behalf. Names and addresses will be provided to a third party in order to distribute publications to you from the Pilkington Family Trust. Disclosure of personal information will not be made to any other third party without yours or your partner’s consent unless required by law.

If the organisation wished to further process your personal information for a purpose other than already notified the organisation will contact you prior to that further processing with information on that other purpose and ask for your consent to process.

Security & Storage

We have in place measures to protect the security of your personal information and keep it confidential. We review these measures regularly to make sure they remain appropriate.

When sharing your information with other third parties we will make sure that they also have measures in place to protect it and keep it confidential and agree to use the personal information only for the purposes we set out.

Your personal information will be retained for as long as the Trust has a relationship with you or your partner. When deciding how long to keep your personal information after our relationship with you has ended we will take into account any legal obligations.

Your Rights

You have rights regarding your personal information including the right, in certain circumstances, to access, correct, delete or transfer your personal information or to restrict or object to the Trust's use of it. Where you have given us consent to process your data you may take back your consent at any time by contacting the Company Secretary/Business Administration Manager at the contact details below. If you would like to discuss or exercise your rights at any time please contact us. You have the right of access to any personal information we may hold free of charge unless the request is excessive or manifestly unfounded. This request is subject to certain exceptions under the Regulations.

How To Contact Us

For any queries regarding the holding of your personal information or a request for access you may contact in the first place the Company Secretary/Business Administration Manager at Pilkington Family Trust, Units 16-20 Chalon Way Business Park, Chalon Way East, St. Helens. WA10 1AU or enquiries@pilkingtonfamilytrust.com

You also have the right to lodge a complaint to the Information Commissioner's Office at www.ico.org.uk with regard to the handling of your personal information.

We encourage you to let us know if your personal information changes or if you think the information we hold about you is out of date.

Changes to this Policy

The Trust may update this privacy notice from time to time. You will be able to see when the privacy notice was last updated because a revision date will be included. Updates are effective from the date on which they are posted on the Trust's website, www.pilkingtonfamilytrust.com