

This document comprises the following (click on hyperlinks to jump to the relevant section):

- [Emergency Grants \(VRF\) Application Portal - Terms and Conditions](#)
- [Grant Making Policy](#)
- [Privacy Statement](#)

## Terms and conditions for use of the Emergency Grants (VRF) application portal

### Introduction

Please read these terms and conditions of use, and our Grant Making Policy, carefully before starting to use our portal. These terms and conditions of use cover our [application portal](#). Our Grant Making Policy is available via our Help Page [here](#).

These terms and conditions (together with our portal Privacy Statement available [here](#)) set out the basis on which you will gain access to our portal.

By accessing and using our portal, you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms of use, you will not be able to use our portal.

We reserve the right to revise these terms and conditions at any time. We will take reasonable steps to inform you of any revisions. Please note that we may update and change our portal from time to time to reflect users' needs.

### 1. About us

Our domain address <https://stmartinscharity.smartsimpleuk.com/> is a portal provided by Smart Simple and used by St Martin-in-the-Fields Charity (“we”, “us”) to administer Emergency Grants (VRF). We are registered as a charitable incorporated organisation with the Charity Commission under registration number 1156305. Our contact address is St Martin-in-the-Fields Charity, 5 St Martin’s Place, London, WC2N 4JH

### 2. Accessing our portal

Our portal is made available free of charge for use by professional support workers employed by agencies working to alleviate and prevent homelessness (“Permitted Users”). Permitted Users may use our portal to apply for a grant on behalf of the vulnerable people they are supporting. You must not access or use our portal if you do not meet the definition of a Permitted User. Please refer to our Grant Making Policy for eligibility criteria, which can be found on our Help Page [here](#).

In order to access our portal, you must register for an account. You will be required to validate the email address you have provided and complete and return to us a New User Registration form. Line managers will be contacted after registration has been submitted to verify your account request and confirm oversight and accountability of all applications made to the Emergency Grants (VRF) on behalf of your clients. We will review the information that you and your line manager

provide during the registration process and if we are satisfied that you meet the criteria of a Permitted User we will send you confirmation of the account activation email.

You are responsible for keeping your log in details confidential and you must **not** disclose them to any third party. You must **not** allow others to use your account. We have the right to suspend or deactivate your account with immediate effect if in our reasonable opinion you have failed to comply with any of these terms and conditions. Where practicable, you will be notified of any action taken and the reason for it. We do not guarantee that our portal, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our portal for business or operational reasons. We will try to give you as much notice as practicable of any suspension, deactivation or withdrawal.

You are responsible for making all arrangements necessary for you to have access to our portal.

### **3. Applying for Emergency Grants (VRF) funding**

When applying for a grant via our portal, you must provide true, accurate and up to date information about the person you are supporting. This will involve you sharing personal data, some of which will be sensitive, about the person with us. You are responsible for complying with all legislation (including data protection legislation) and for obtaining the necessary consent to share that information.

Our Privacy Statement, available [here](#), explains how we will use the information that you provide when applying for a grant. Our Grant Making Policy, available on our Help Page [here](#), sets out eligibility criteria and explains in detail the basis on which we will make a grant.

When applying for a grant using our portal, you must adhere to all professional duties that apply to your role and must not disclose any confidential or sensitive information without the consent of the individual to whom it relates.

### **4. How you may use information on our portal and website**

We are the owner of all intellectual property rights in our portal, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our portal for your records.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text. If you reproduce any of our materials in accordance with these terms and conditions, you must clearly attribute the materials to us.

### **5. Do not rely on any information on this portal**

The content on our portal is provided for general information only. Although we make reasonable efforts to update the information on our portal, we make no representations, warranties or guarantees, whether express or implied, that the content on our portal is accurate, complete or up to date. This includes all information accessed or viewed from our portal by third parties in accordance with clause 4 above.

## **6. We are not responsible for websites we link to**

Our portal may contain links to other third-party websites and resources. We are not responsible for the content, security, or availability of any linked external websites. These links are provided for your information, and you use all such materials at your own risk and/or liability. We do not approve or endorse those linked websites or the information that you may obtain from them. We have no control over the contents of those websites or resources. More information about our liability in respect of websites we link to is set out in clause 8.

## **7. Your responsibilities**

You are solely responsible for configuring your information technology, computer programmes and platform to access our portal. You should use appropriate virus protection software.

You must not misuse our portal by introducing viruses, trojans, worms, logic bombs, or other material that is malicious or technologically harmful, whether or not such introduction is knowingly undertaken. You must not attempt to gain unauthorised access to our portal, the server on which our portal is stored or any server, computer or database connected to our portal. You must not attack our portal via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities, and we will cooperate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our website will cease immediately.

You agree not to use (or agree to not be permitted to use) our portal for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

You and your employer organisation / host organisation are jointly responsible for ensuring that all applications submitted are accurate, truthful, and free from any form of misrepresentation or fraud. It is your duty to verify the authenticity of information provided and to take reasonable steps to prevent fraudulent activity. Additionally, you must ensure that all funds are used strictly for their intended and approved purposes, and that any awarded funds are administered to the correct and eligible end recipients as specified in the approved application.

If your grant application is approved, you must give us evidence of how the grant funds were spent. You must do this within eight weeks of the grant offer. If suitable evidence is not provided within this time, you and your organisation may be denied access to Emergency Grants (VRF) funding. Full details of what evidence is required and how to submit it can be found in the 'Post Grant Evidence of Spend' document on our Help Page [here](#).

## **8. Our liability**

Our portal is provided for the sole purpose of allowing you to apply for funding from Emergency Grants (VRF) on behalf of a person whom you are employed to support. It is not intended to be used for any other purpose. We do not guarantee that our portal will be secure or free from bugs or viruses.

We reserve the right, without liability or prejudice to our other rights to you, to disable your access (without notice) to our portal if you breach these terms and conditions.

To the fullest extent permitted by law, we exclude all conditions, warranties, representations or other terms which may apply to our website or any content on it, whether express or implied. Notwithstanding the foregoing, we do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

## **9. Linking to our portal**

You may link to our [Emergency Grants \(VRF\) portal home page](#), provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. In order to access our portal, all users must register for an account and we shall have the right to approve such registration at our discretion.

You must not establish a link to our Emergency Grants (VRF) homepage in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

Our portal must not be framed on any other site, nor may you create a link to any part of our portal other than the home page.

We reserve the right to withdraw linking permission without notice at our sole discretion and with no obligation to restore such permission.

## **10. Third parties we work with**

We work with other charities and agencies to provide our grant service and to maximise funding opportunities for our beneficiaries. We have a data sharing agreement in place with such third parties and we comply with the ICO's statutory data sharing code available to view here: <https://ico.org.uk>. For more information about how we may share your personal data (or the personal data of the person on whose behalf you are applying for a grant) with these third parties please see our portal Privacy Statement [here](#).

## **11. Applicable law**

Please note that these terms of use, their subject matter and their formation are governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction over any disputes arising under these terms.

## **12. Contact**

Questions, comments and requests regarding these terms of use should be addressed to: [vrf@stmartinscharity.org.uk](mailto:vrf@stmartinscharity.org.uk)

or;

Duncan Shrubsole  
St Martin-in-the-Fields Charity  
5 St Martin's Place  
London  
WC2N 4JH

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# Emergency Grants (VRF) Grant Making Policy

## Introduction

The VRF (Vicar's Relief Fund) was established by St Martin-in-the-Fields Charity (registered charity number:1156305). Emergency Grants (VRF) provides crisis grants via frontline workers to individuals at risk of, or currently experiencing, homelessness. Grants are given to help access accommodation.

## Who do we aim to support?

Emergency Grants (VRF) funding is open to individuals across all four nations of the UK who need help with accessing accommodation which may include:

- a contribution towards a deposit or rent in advance
- ID
- moving costs for removal of furniture / personal belongings
- emergency / temporary accommodation

We may also apply discretion to consider awarding a grant for items / costs not included above, if there is clear evidence the grant will help access accommodation. This will be assessed on a case-by-case basis.

Our annual budget is set in advance, and we reserve the right to decline applications in line with budget restrictions. Priority will be given to applicants who are currently homeless, or at imminent risk of homelessness.

Please note that under no circumstances can a grant from Emergency Grants (VRF) be transferred to another client or be used for purposes other than those explicitly stated in the approved application.

## How much funding is available from Emergency Grants (VRF)?

We will consider awarding **a maximum of £650 as of 1 April 2026.**

You can apply for more than one grant for the same client. However, as of 1 April 2026 the maximum amount we can award to any one client in any twelve-month period is £650. The twelve-month period is calculated from the date the initial application is submitted and is not based on a calendar year.

We actively encourage repeated use of Emergency Grants (VRF) for the benefit of individuals you are working with. For learning purposes, we will be in touch with you / your organisation if a significant amount of funding has been awarded over a three-month period. To operate equitably and extend our reach across the four UK nations we will limit the total annual award to those that ultimately receive the grant funds to £50,000. If an organisation provides a variety of different services across various geographical locations, we will exercise discretion regarding this annual award limit.

## Registering an account

Prior to making an application on behalf of a client, all frontline workers must each register and request an individual account with Emergency Grants VRF which will be verified by their line

manager. Under no circumstances should accounts be shared as they are exclusive to the individual account holder.

### **The frontline worker must:**

- register the account using their own individual work email address which cannot be a shared one.
- be employed by a constituted organisation that may be a charity, company, CIC, CIO, or statutory organisation.
- provide direct support to people who may be experiencing homelessness or at risk of homelessness.
- consider the client's needs as central to any application.

### **You cannot register with Emergency Grants (VRF) if you are:**

- a volunteer or in an unpaid role.
- employed by an organisation that is not registered with the relevant UK authorities such as (in England) the Charity Commission or Companies House or if a constituted group cannot provide a constitution with an asset lock.
- not providing direct support to people who are experiencing homelessness or at risk of homelessness.
- applying for funds to access accommodation for which the organisation you are employed by is the landlord or belongs to the same group of organisations as the landlord. We do however accept applications from organisations who are currently the client's landlord and are supporting them to move to accommodation with a different provider and where our other criteria are met.
- unable, as an organisation, to receive grant funds to administer / make onward payment to the required housing / service provider.
- intending to apply on behalf of friends or family.
- using a non-work email address (e.g. hotmail or yahoo) unless we can establish that the organisation is bona fide (i.e. is registered with the relevant UK authorities) and the worker uses this email address for work only.

### **Organisational checks**

We will conduct due diligence checks on the organisation who employs the frontline line worker which will include:

- Charity Commission Register
- Register of companies at Companies House;
- Register of approved social housing providers maintained by the HCA
- Financial Conduct Authority
- Organisation's website to ascertain operations, values, organisational structure, etc.

If your organisation has not met or contravened regulatory requirements you will not be able to register with Emergency Grants (VRF).

Please note that if you are already registered and the above eligibility criteria are not met your account will be deactivated.

## **Safeguarding of vulnerable persons**

To promote the safety and wellbeing of clients we can only accept applications from frontline workers:

- whose organisation has an adult safeguarding policy reviewed within the last three years and
- who have undertaken safeguarding training with their current employer within the last three years.

We will contact you requesting updated safeguarding policies when the policies are over three years old.

At any point during the registration process, we reserve the right to speak to you and / or your line manager to obtain further clarification of your organisation and its operations.

## **Decision Making**

The successful registering of an account relies both on the compliance with our registration criteria as well as the accuracy and completion of all parts of the registration form. Where this is met in its entirety and your account is approved, we will confirm this with you in an email.

Where a registration is fully and accurately completed in the first instance, we will commit wherever possible, to processing registrations within five working days.

In instances where the registration form has not been fully completed and lacks the evidence and information required for approval, we will return the registration to you for provision of the additional information and / or evidence. Your registration form may be returned to you several times to obtain the clarity required to make a decision. This does not imply the registration is declined but that further information is required.

If your registration is unsuccessful and declined, we will confirm this with you in an email giving the reason for our decision.

## **Making an application**

You are required to read our Emergency Grants (VRF) [terms and conditions](#) and [privacy statement](#), and familiarise yourself with the [Help Page](#) and Emergency Grants (VRF ) Information Presentation and before making an application.

All applications for grants to assist clients with accessing accommodation must be genuine and where the client has no other means to access the required funding.

We do not award grants to reimburse costs already met / paid, nor where the outcome has already been achieved prior to the initial application submission (e.g. client moved into a property before an application is submitted).

Emergency Grants (VRF) funding is discretionary and should never be guaranteed to a client nor any other party.

## **Decision Making**

The success of a grant application relies both on the compliance with our grant criteria as well as the accuracy and completion of all parts of the application form. Where this is met in its entirety and the grant is awarded, we will confirm this with you and your line manager in an email and an attached grant offer letter.

Where an application is fully and accurately completed in the first instance, we will commit wherever possible, to process applications from submission through to award and payment within five working days.

Where the grant application has not been fully completed and lacks the evidence and / or information required to make a decision, we will return the application to you for provision of the additional information and / or evidence. Applications may be returned to you several times for any clarification required to make a decision. This does not imply the application is declined but that further information is required.

If your application is unsuccessful and declined, we will confirm this with you and your line manager in an email giving the reason for our decision.

## **Appeals against decisions**

Due to the high number of applications that we receive and our limited capacity, we are rarely able to reconsider appeals against our decisions where an application has been declined.

## **Payment of Grant**

Payments will only be made to the organisation who employs you. Payments will not be made directly to landlords or service providers. This is to ensure that funds are allocated to verified organisations and that grant funds are used for the intended purpose.

Payment will be made via BACS transfer.

We require evidence of your organisations' bank account. Either a bank statement dated within the last three months or a letter from the bank dated within the last three months. Both need to confirm the name in which the account is held, the sort code and account number. The account holder's name must match with the organisation's name provided in the application (unless supporting evidence is provided to explain any discrepancy). Please ensure that any sensitive information, such as account balances, transactions, or personal details, is redacted before submitting.

If your organisation is unable to receive grant funds to administer / facilitate onward payment to the required housing / service provider, we will be unable to consider the grant.

## **Evidence of spend**

You must use Emergency Grants (VRF) funds for the purpose set out in your original application and provide evidence of spend within eight weeks of the grant being paid.

The evidence you provide helps us to audit our grant spend and to understand the impact of Emergency Grants (VRF).

It is the responsibility of the frontline worker to obtain evidence of spend. Prior to the grant application being made, the frontline worker should consider how this can be obtained and whether any third party from whom this is required, is willing / able to meet this provision.

### **Decision Making**

Where the reporting form confirming evidence of spend is fully and accurately completed in the first instance, we will complete and close the application.

Where the evidence of spend does not meet our requirements, we will return the reporting form to you to you for provision of the additional information and / or evidence.

The reporting form may be returned to you several times to obtain the clarity required to complete and close the application.

### **Suspension and Deactivation of account (failure to provide evidence of spend)**

The due date for providing evidence of spend is eight weeks after the grant is awarded.

A first reminder email will be sent one to two weeks before this date.

A second reminder email will be sent one to two weeks after this date.

If there's a reason you're not able to submit the evidence of spend within these time frames and require an extension, you must email the Emergency Grants (VRF) team ([vrf@stmartinscharity.org.uk](mailto:vrf@stmartinscharity.org.uk)) to discuss the reason and duration of extension required.

Applicants with three or more pieces of overdue evidence will be suspended and their account will not be reactivated until all three pieces of evidence have been submitted and accepted.

Where an applicant has previously been suspended as above and subsequently a further three pieces of evidence become overdue, their account will be deactivated.

This means that you won't be able to submit any further grant applications until you've provided the appropriate evidence and/or answered our queries, and they have been accepted by us.

Whilst Emergency Grants (VRF) remain committed to supporting frontline workers in their work with clients experiencing homelessness and will always attempt to understand any difficulties with obtaining evidence and evolve our practices wherever feasible, frontline workers who cannot fully comply with this requirement will be prevented from making future applications.

### **Returning Unwanted / Unused Funds**

Where an awarded grant is no longer required for any reason, please email the Emergency Grants (VRF) team ([vrf@stmartinscharity.org.uk](mailto:vrf@stmartinscharity.org.uk)) at the earliest instance to prevent Emergency Grants (VRF) from making the payment.

If the payment has already been made and received by the frontline worker's organisation but is no longer required, please return this payment to us by BACS. Please email us in the first instance identifying the date the payment has been returned.

If not all of the Emergency Grants (VRF) funds awarded have been used to secure the outcome for any reason, we kindly request that any unused funds are returned so that these may help to assist other people in similar housing need.

Instructions on how to return funds can be found by logging into the application portal [here](#) and referring the heading 'Returning Funds'

### **Suspension and Deactivation of account**

Emergency Grants (VRF) reserves the right to suspend or deactivate an account at any point.

Reasons may include concern with fraudulent activity, non-compliance with Emergency Grants (VRF) policies, provision of false information or concern with organisational operations.

We will endeavour to provide a reason for any suspension / deactivation although this may not always be possible.

### **Record Keeping**

To maintain our records and database, remain GDPR compliant and focused on issuing emergency grants to those in need, we will delete any New User Registration Forms and Emergency Grants (VRF) applications more than three months old that have not been submitted / resubmitted. Please submit / resubmit any New User Registration Forms and / or grant applications within three months if the funding is still needed.

### **Equal opportunities**

We recognise that the needs of people who are homeless or are at risk of homelessness are diverse and often urgent. We are committed to equality of opportunity and seek to challenge and respond to disadvantage through Emergency Grants (VRF).

### **Further information**

For further information about Emergency Grants (VRF), we recommend visiting the [VRF web page](#) and our [Help Page](#). Otherwise, please contact:

Emergency Grants (VRF)

St Martin-in-the-Fields Charity

5 St Martin's Place,

London, WC2N 4JH

[vrf@stmartinscharity.org.uk](mailto:vrf@stmartinscharity.org.uk) Telephone (for voicemail only): 020 3795 5746

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# Privacy statement for users of the Emergency Grants (VRF) application portal

## Introduction

At St Martin-in-the-Fields Charity we are committed to protecting and respecting your privacy and all personal data is held by us and processed in accordance with data protection legislation.

This privacy statement (together with our portal Terms and Conditions available [here](#), set out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us when you use our portal <https://smartinscharity.smartsimpleuk.com/>. You may use our portal to apply for grants on behalf of a vulnerable person with whom your agency or organisation is working ("client"). In order to administer our grants, we need to collect personal data about you as their support worker and personal data and sensitive personal data about the applicant ("the data").

Please read the following carefully to understand our views and practices regarding personal data and how we will treat it.

The data controller is St Martin-in-the-Fields Charity of Trafalgar Square, London WC2N 4JJ (ICO registration number ZA222666). This privacy statement is in respect of data shared with us (St Martin-in-the-Fields Charity) in our capacity as data controller.

The terms data controller, personal data, special categories personal data and processing all bear their legal meanings under the UK General Data Protection Regulation (UK GDPR).

## Information we collect about you

We collect and process the following data from you:

### Portal Users:

- Information you give us about yourself: You may give us information about yourself when you use our portal. This includes information you provide when you register for our portal, when you fill in forms on our portal and when you report a problem with our portal. Examples of such information include your name, contact details and employer name and address.
- Information we collect about you: With regard to each of your visits to our portal we automatically collect the following information: Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and weblogs and other communication data.

### Clients:

- When applying for a grant, you will need to provide us with information about the client. You will be asked to complete a form on our portal to provide information but we may contact you by email or telephone when reviewing your application to request further information about the client. Examples of such information include the client's name, address, and any health issues or other similar, relevant information about their circumstances that we should take into account when assessing the application.

Landlords and other business information:

- We may ask for the name and bank details of the landlord.
- When a grant has been used to benefit a client as planned, we will ask for evidence, which will usually be in the form of a receipt for a deposit, or moving costs, or similar.

### **Uses made of the information**

We use information held about you, based on our legitimate interest to fulfil our charity's aims of reducing deprivation and tackling homelessness, as follows:

- To administer our Emergency Grants (VRF).
- To provide you with information about the work of St Martin-in-the-Fields Charity and projects with which we are involved which we feel may be of interest to you, based upon your interest in Emergency Grants (VRF).
- To help us to further develop our portal and other similar websites that we operate.
- To notify you about changes to our portal or the services and grants that we offer.
- To ensure that content on our portal is presented in the most effective manner for you and for your computer.
- Information you give to us about the client.

### **Information you give to us about the client**

We will use this information, based on our legitimate interest to fulfil our charity's aims of reducing deprivation and tackling homelessness, and based on consent where we collect special categories of data, as follows:

- To administer our Emergency Grants (VRF).
- To evaluate the effectiveness of the Emergency Grants (VRF).
- To help us to develop our services and grants and to help us identify potential partnerships with other charities and agencies committed to the relief of homelessness and poverty.

### **Information we collect about Portal Users**

We will use this information, based on our legitimate interest to fulfil our charity's aims of reducing deprivation and tackling homelessness:

- To administer our portal and for internal operations, including troubleshooting and testing.
- To improve our portal to ensure that content is presented in the most effective manner for you and for your computer.
- To ensure that our portal is safe and secure.
- To measure or understand the effectiveness of any direct marketing that we send to you.
- To make suggestions and recommendations to you about other services that we provide that may interest you (such as the Frontline Network).

### **Research and evaluation**

#### **Research**

St Martin-in-the-Fields is committed to reducing deprivation and tackling homelessness through Emergency Grants (VRF). We may carry out research projects on our own or in conjunction with third parties from time to time in order to further the afore-mentioned goals of Emergency Grants (VRF).

We will obtain your prior consent before using any of your personal data for research purposes. We will always seek to anonymise your personal data so that you cannot be identified from the data processed. Where this is not possible, your information will be held securely and processed

in accordance with the legal grounds, strict safeguards and exemptions provided by data protection regulation in relation to the processing of such personal data. We will not disclose any research results which contain any personal data in an unanonymised format, unless required to do so by law.

## **Evaluation**

If your application is successful and we award a grant, we will contact you by email to request evidence of the outcome of the grant. This will enable us to monitor the effectiveness of Emergency Grants (VRF). You are responsible for ensuring that any evidence you provide to us is done in accordance with data protection legislation and any professional duties that you owe to the applicant.

We may also contact you by email to request your feedback on Emergency Grants (VRF) so that we can monitor the effectiveness of the fund. Completion of such feedback forms is optional but we would welcome your suggestions and comments as this will help us to improve our service.

We may also request feedback on Emergency Grants (VRF) from the client so that we can monitor the effectiveness of the fund. We will only contact the client for such feedback if they have provided their explicit consent during the application process and provided us with a method of contact (i.e. phone, email, postal address).

## **Disclosure of personal and sensitive personal data**

We will always process data in a secure and confidential manner and will not disclose it to any third party without a legal ground to do so under data protection legislation, such as your consent.

Any disclosures will be made in accordance with data protection legislation and the Information Commissioner's Officer's statutory Data Sharing Code (available to view here [https://ico.org.uk/media/for-organisations/documents/1068/data\\_sharing\\_code\\_of\\_practice.pdf](https://ico.org.uk/media/for-organisations/documents/1068/data_sharing_code_of_practice.pdf))

We will share clients' data with the workers at the organisation supporting them to make their grant application.

## **Security**

We are committed to ensuring that data is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **Where we store your personal data**

All information you provide to us is stored on our secure servers within the UK.

## **Your rights**

By accepting the terms of this statement, you are warranting that you have the necessary authority and consent of the client for us to process their personal data (which may include sensitive personal data, such as health details or ethnicity) for the purposes set out in this statement.

All data subjects – portal users, clients and others - have the following rights:

- To be informed of how your data is handled
- To gain access to your personal data
- To have errors in your data changed
- To have your data erased
- To object to the processing of your data

- To restrict the processing of your data, in limited circumstances
- To obtain a copy of some of your data in electronic form
- To withdraw consent if we are relying on consent to process your data

### **Rights around how you are affected by any profiling or automated decisions**

These rights can be exercised by contacting us at [vrf@stmartinscharity.org.uk](mailto:vrf@stmartinscharity.org.uk) or St Martin-in-the-Fields Charity, 5 St Martin's Place, Trafalgar Square, London, WC2N 4JH or 020 3795 5746 (voicemail only).

Some requests are exempt under data protection legislation and if your request is covered by an exemption, we will explain this to you in writing.

### **Complaints to the Information Commissioner**

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can find out more about how to make a complaint on the ICO's website <https://ico.org.uk/>

### **Changes to our privacy statement**

Any changes we may make to this privacy statement in the future will be posted on our portal and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to this privacy statement.

### **Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to at:

[vrf@stmartinscharity.org.uk](mailto:vrf@stmartinscharity.org.uk)

or

Duncan Shrubsole  
5 St Martin's Place  
London  
WC2N 4JH

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