

Privacy Notice

Greggs Foundation – Relief Grant (formerly Hardship Fund)

This Privacy Notice explains what happens to the personal information that we collect from you when you apply for funding from our Relief Grant ("Relief Grant"). From 2026, this programme is known as the Relief Grant and was previously called the Hardship Fund.

We may update this Privacy Notice from time to time so please check this page occasionally to ensure that you're happy with any changes.

Please take time to read this Privacy Notice carefully so you understand how we treat and use your personal information.

Who are we?

We are the Greggs Foundation, a charitable trust ("**we**" or "**us**"). We are registered with the Charity Commission under charity number 296590 and our registered office is at Greggs House, Quorum Business Park, Newcastle upon Tyne, NE12 8BU.

We are also registered with the Information Commissioner's Office under registration number Z7356356.

If you have a question regarding how we use your personal information, please address your communication to the "Data Protection Representative" using one of the methods set out in the "*How can you find out about and update your information?*" section of this Privacy Notice.

We take data protection very seriously and respect the privacy of our applicants and beneficiaries of our grant funding. We are committed to protecting and respecting your privacy and the privacy of those beneficiaries in accordance with the General Data Protection Regulation ("**GDPR**").

What information do we collect from you?

We collect the information that you provide to us in your grant application which will include the following personal information:

- Your full contact name(s);
- Your contact telephone number(s);
- Your contact email address(es);
- Your contact address(es);
- The name(s) of the beneficiaries of the grant funding you are applying on behalf of;
- The address of the beneficiaries of the grant funding;
- The telephone number and/or email address of the beneficiaries of the grant funding;
- The employment status of the beneficiaries of the grant funding
- The relationship of the beneficiaries of the grant funding with others in the household
- The date(s) of birth of the beneficiaries of the grant funding;

- The ages of any dependants of beneficiaries of the grant funding (if applicable);
- A breakdown of income, expenditure and savings of the beneficiaries of the grant funding;
- Any relevant personal circumstances of the beneficiaries of the grant funding giving rise to the need for a grant and that you choose to submit to us for consideration (for example any relevant medical circumstances, relationship history, child protection issues and criminal convictions)

How is your information held?

Once collected, we hold your information on our database, which is held on our own secure systems within the United Kingdom.

How will we use your information?

GDPR says that we are allowed to use personal information only if we have a proper reason to do so which may be:

- To fulfil a contract we have with you; or
- When it is our legal duty; or
- When it is in our legitimate interests; or
- When you consent to it.

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

We may use your personal information (and the personal information of the beneficiaries) you provide us with for the following reasons:

Purpose of Processing Your Personal Information	Legal Basis
To assess your eligibility (or the eligibility of the proposed beneficiary) to be awarded grant funding.	Necessary for our legitimate interests to ensure that applicants meet our eligibility criteria.
To communicate to you the outcome of your grant application.	Necessary for our legitimate interests to ensure that applicants are notified of our decision.
If your application is successful, to administer the award of the grant (for example to process grant payments to you or the beneficiary or to pass your contact details or the contact details of the beneficiary onto our partners to arrange for the delivery of any white goods awarded as part of the grant – please refer to the “ <i>Who has access to your information?</i> ” section of this Privacy Notice).	Necessary for our legitimate interests to ensure that our grant can be properly administered and delivered in accordance with our applicant’s expectations.
To monitor how the grant has been applied (for example we may contact you to request receipts for any grant monies spent)	Necessary for our legitimate interests to ensure that our grants are properly applied to the purposes for which they were awarded.

To generally administer and analyse the award of grants for management and research purposes	Necessary for our legitimate interests to ensure that our grants are properly managed.
To contact you if we believe that you may be eligible for other grant funding, whether via one of our other grant schemes or grants offered by other organisations. Where you have provided your consent to do so, we may pass your contact information onto our partners or other organisations for these purposes – please refer to the “<i>Who has access to your information?</i>” section of this Privacy Notice	On the basis of consent, specifically where we ask your consent to be able to pass your contact information onto our partners or other organisations.

We may also need to compile reports detailing the number and nature of grant applications received and awarded within certain periods of time, which we may share with our colleagues or external third parties for management and research purposes. In doing so, we will remove all personal information from these reports so that the information collated is on an anonymised basis.

How long will we hold your information for?

If your application is successful

We will retain your personal information for a period of 6 years from the end of the grant period (i.e. meaning the date of receipt of the grant funding awarded to you).

We will hold your personal information for this length of time because we are required to keep it for audit purposes. After the expiry of this period, your case file will be anonymised so that your personal information is removed but so we can still retain general information about your application and the grant funding that you received.

If your application is successful but is later withdrawn or terminated

We will retain your personal information for a period of 3 years from the date of withdrawal or termination.

We will hold your personal information for this length of time because we are required to keep it for audit purposes. After the expiry of this period, your case file will be anonymised so that your personal information is removed but so we can still retain general information about your application and the grant funding that you received.

If your application is not successful

We will retain your personal information for a period of 3 years from the date you are notified that your application has not been successful.

We will hold your personal information for this length of time because we are required to keep it for audit purposes. After the expiry of this period, your case file will be anonymised so that your personal information is removed but so we can still retain general information about your application.

We will from time to time review our retention periods but we will only ever hold your personal information on our database for as long as we believe is necessary for reasons set out above.

Only processing the personal information that we need to

Your personal information will only be processed to the extent that it is necessary for the specific purposes we tell you about.

Who has access to your information?

We reserve the right to pass any or all of your personal information to the police or any other law enforcement agency for the purposes of:

- Compliance with any of our legal obligations;
- Crime detection or prevention;
- Your misuse, or suspected misuse, of our application process any grant funding awarded.

We may also be required to share your personal information if we are under a duty to do so in order to comply with any legal obligation or to protect our rights, property or the safety of our organisation, applicants, grant holders, partners, suppliers or employees. This includes exchanging information with our insurers, legal advisers and other companies and organisations for the purposes of fraud protection.

Where the grant that is awarded to you involves the provision of white goods, we will provide the name, contact address, telephone and email address of you/the beneficiary of the grant to our partner, currently **AO Retail Limited** (registered number 03914998) whose registered office is at Unit 5a The Parklands, Lostock, Bolton, BL6 4SD or our partner **East Durham Partnership** (registered charity number 1090261) of 1 Kilburn Drive, Seaview Industrial Estate, Horden, SR8 4TQ for the purposes of arranging delivery of the goods.

Where the grant that is awarded to you involves the provision of supermarket vouchers, kitchen appliance vouchers or utility vouchers we will provide the name, contact address, telephone and/or email address of the beneficiary of the grant to our partner, currently **Huggg Limited** (registered number 09579886) whose registered office is at 71 Queen Victoria Street, London, EC4V 5BE for the purposes of arranging production and delivery of the vouchers.

Where the grant that is awarded to you involves the provision of beds and bedding, we will provide the name, contact address, telephone and email address of the beneficiary of the grant to our partner, currently **Dreams Limited** (registered company number 08428347) whose registered office is at Knaves Beach Business Centre, 14 Davies Way, Loudwater, Buckinghamshire, HP10 9YU for the purposes of arranging delivery of the goods.

Where you have provided your consent to do so, we may pass your contact name, address and telephone number onto Greggs plc for the purposes of organising volunteering opportunities with you.

Apart from the circumstances set out above, we will not disclose your personal information to a third party without your consent, unless we are satisfied that they are legally entitled to the information. Where we disclose your personal information to a third party, we will have regard to the data protection principles.

We will not:

- Sell your personal information to third parties; or
- Share your personal information with third parties, or use it or ourselves, for marketing purposes (unless you have given your consent for us to do so).

How can you find out about and update your information?

You have the right to ask for a copy of the personal information that we hold about you or the beneficiaries. You also have the right to ask that we delete your personal information from our database although in some circumstances we are still entitled to keep it.

If you wish to do so, please contact us:

- By email at data.protection@greggs.co.uk
- By post for the attention of the Data Protection Representative, Greggs Foundation, Greggs House, Quorum Business Park, Newcastle upon Tyne, NE12 8BU.

In order to fulfil your request, we may need to first verify your identity.

Any questions regarding this Privacy Notice can be sent to us using the same contact details above.

The accuracy of your information is also important to us. If you change contact details or if you believe that any of the other personal information we hold is inaccurate, incomplete or out of date, please contact us:

- By email at info@greggsfoundation.co.uk;
- By post for the attention of the Greggs Foundation, Greggs House, Quorum Business Park, Newcastle upon Tyne, NE12 8BU;
- By telephone on 0191 212 7626.

In addition to your rights set out elsewhere in this Privacy Notice, you also have the right to:

- Request details from us of the recipients of your personal information or the categories of recipients of your personal information, if it is supplied by us to any third parties;
- In certain circumstances have the processing of your personal information restricted;
- In certain circumstances be provided with the personal information that you have supplied to us, in a portable format that can be transmitted to another company;
- In certain circumstances not to be subject to a decision that is based solely on automated processing which would have a legal or significant impact on you.

If you wish to exercise any of the rights set out above, you must make the request in writing addressed to the "*Data Protection Representative*" using one of the methods set out in the "*How can you find out about and update your information?*" section of this Privacy Notice

Withdrawal of consent

If you have provided your consent for us to process your personal information, you have the right to withdraw your consent at any time. This will not affect the legality of our consent based use before you withdrew your consent.

If you wish to exercise your right to withdraw your consent, you must make the request in writing addressed to the "Data Protection Representative" using one of the methods set out in the "*How can you find out about and update your information?*" section of this Privacy Notice.

The right to object

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the "*right to be forgotten*".

There may be legal or other reasons why we need to keep or use your information, but please tell us if you think that we should not be using it.

We may sometimes be able to restrict the use of your personal information. This means that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share your information in other ways while it is restricted.

If you object to our processing of any of your personal information, you must make the request in writing addressed to the "Data Protection Representative" using one of the methods set out in the "*How can you find out about and update your information?*" section of this Privacy Notice.

How we keep your data secure

We use reasonable and up to date security methods to keep your data secure and to prevent unauthorised or unlawful access to your information. All information you provide to us is stored on the secured systems of Greggs plc.

Transferring your personal information outside the European Economic Area ("EEA")

We will not transfer your personal information outside the EEA unless such transfer is compliant with GDPR. This means that we cannot transfer any of your personal information outside the EEA unless:

- The UK Government has decided that another country or international organisation ensures an adequate level of protection for your personal information; or
- The transfer of your personal information is subject to appropriate safeguards, which may include: Binding corporate rules; or
- Standard data protection clauses adopted by the UK Government; or
- One of the derogations in the UK GDPR applies (including if you explicitly consent to the proposed transfer).

Right to make a complaint

If you have any issues with our processing of your personal information and would like to make a complaint, you may contact the Information Commissioner's Office on 0303 123 1113 or at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.