



LADY GROVER'S FUND

Lady Grover's Fund, 40 Caversham Road,
Reading, Berkshire RG1 7EB

Tel: 020 7808 4180

Email: secretary@ladygrover.org.uk

www.ladygrover.org.uk

FORM OF APPLICATION FOR MEMBERSHIP

1a. PERSONAL INFORMATION

Initials: _____ First Name: _____ Last Name: _____

Date of Birth: ___ / ___ / _____ National Insurance number: _____

Qualification for membership (eg. Commissioned officer): _____

Where did you hear about Lady Grover's Fund? (please tick)

- | | |
|-----------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Friend or colleague | <input type="checkbox"/> Officers' Association |
| <input type="checkbox"/> Social media | <input type="checkbox"/> Regimental Association |
| <input type="checkbox"/> Event | <input type="checkbox"/> RN/RAF Association |
| <input type="checkbox"/> A member of the Fund | <input type="checkbox"/> Magazine. <i>Please specify which:</i> _____ |

1b. SERVICE DETAILS

Rank: _____ Service No: _____

Service (delete as applicable): Royal Navy / Army / Royal Air Force / Royal Fleet Auxiliary

2. DEPENDANTS DETAILS

Please add details of all dependants (starting with your spouse if applicable):

First Name	Last Name	Relationship	Date of birth
			/ /
			/ /
			/ /
			/ /

3. CONTACT DETAILS

Postal Address: _____

Email Address: _____

4. MEMBER'S DECLARATION

I have read and understood the Rules of Lady Grover's Fund including, but not limited to:

- I cannot claim from the Fund within six months of my enrolment into the Fund
- I cannot claim for repeat or chronic conditions
- I cannot claim for pre-existing conditions

I hereby apply for membership of Lady Grover's Fund (LGF) and understand that this Application forms the basis of the contract between myself and the Fund. I further declare that no advice has been given to me by LGF.

Date: _____ Signature: _____



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CONSENT FOR USE OF PERSONAL AND HEALTHCARE DATA

Under the General Data Protection Regulation, Lady Grover's Fund is obliged to obtain your consent to hold and use the information we need in order to be able to fulfil our contract with you to help with your healthcare expenses.

Please read the full Privacy Statement before signing this Consent Form as it tells you what information we will hold, what we will use it for and how long we will need to hold it.

We need to have your consent to holding and using your information so that we can administer your membership and process claims for your dependants.

We also need your consent to our holding and using the information of those of your **dependants who are under 18** in order to process claims on their behalf.

Dependants who are over 18 (eg spouses and children over 18) need to give us their permission personally to hold and use their information in order to process claims on their behalf.

The personal and healthcare information we hold about you will only be used to administer your policy with us. Lady Grover's Fund will never share your data with any third party other than as stated in the Privacy Statement.

Once you have given us your consent, that consent will remain in place unless and until you let us know otherwise. We will ask you to renew this consent each time you make a claim on the Fund. You may update your information at any time by letter, email or phone. When you do so you accept that your consent remains unchanged unless you inform us to the contrary.

INFORMATION ABOUT THE OFFICERS' ASSOCIATION

Lady Grover's Fund works closely with the Officers' Association, a charity that offers welfare support to retired officers and their dependants, and employment services to serving and retired officers. With your permission, we will occasionally send information about their services via email which may be of interest to you.

I am happy for The Officers' Association to contact me about Officers' Association services (please tick).

CONSENT FOR MEMBERS AND DEPENDANTS UNDER 18

I consent to Lady Grover's Fund holding and using such personal healthcare information about me as is required for the administration of my membership and the processing of claims for my dependants.

I consent to Lady Grover's Fund holding and using such personal and healthcare information about my dependants aged under 18 listed in Part 2 as is required for the processing of claims on their behalf.

CONSENT FOR MEMBERS AND DEPENDANTS OVER 18

Consent for use of adult dependants' information (eg. spouses, and children over 18) can only be given by the dependants themselves. Please ask the dependant to tick and sign to agree:

I have read the privacy notice and consent to Lady Grover's Fund holding and using such personal and healthcare information about me as is required for the processing of claims on my behalf.

I CONSENT	NAME	SIGNATURE	DATE

I understand that without this consent being given, the relevant dependant will not be covered by this policy.



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LADY GROVER'S FUND PRIVACY STATEMENT

Our Privacy Statement

This Privacy Statement tells you what to expect when you, as Members and Beneficiaries of Lady Grover's Fund, give your personal and healthcare information to us.

Personal information includes any information that identifies you personally, such as your name, address, email address, telephone number and date of birth. **Healthcare information** includes any information about your health, treatment, care plan and recovery. Lady Grover's Fund recognises that your privacy is very important. We want you to be confident with the way we handle your information and with our commitment to protect and respect your privacy. We outline below how The Fund collects, uses and protects this information; for how long we retain it; and how we dispose of it when we no longer need it. Also we inform you of your rights concerning the provision, use and retention of your data.

What information we collect and what we use it for

For **Members**, we collect and store personal information; name, initials, rank and service, date of birth, address, email address, phone number and bank account details. We use your personal information to inform you of changes in rules or subscriptions, administer your Membership, keep your details current, send you an annual newsletter and inform you of AGMs. Where you give us permission to do so, we may use your comments about our performance on our website to inform other Members and visitors to the website about how we have helped you. This will always be anonymised. Where necessary, we record specific healthcare information about you if your condition would lead us to deal with your spouse or holder of a power of attorney, rather than yourself. We will ask you for your consent to collect, hold and process any of your healthcare information which you have provided to us.

For **Beneficiaries**, we collect personal information; name, relationship to member and date of birth. Since our purpose is to help with the costs of your healthcare, we also collect and retain relevant healthcare information provided by you or by your parent or guardian if you are a minor, to process your claims. To assess a claim we need to know the nature of your illness or injury, the treatment received, the prognosis and the type and probable duration of care required. When you claim we will ask you for that information, which may be provided by third parties; for example the Member, doctors, hospitals, nursing homes and carers who have been part of your treatment, care plan and recovery. We will ask you, or until you reach 18 years of age, your parent or guardian, for consent to collect, hold and process that information.

How we collect information and keep it current

We receive and store the information which is given to us by Members and Beneficiaries in writing, via email, or on the telephone when you apply for Membership and when you make an enquiry or a claim. When you contact us we check your details with you for accuracy, and update them where necessary.

How we safeguard your information

Your information is kept in a secure and confidential environment and is accessible only to permitted processors whose access is password-protected. **Personal information** can be seen by those who administer your Membership. Sensitive, **healthcare information** is accessible only by those who process claims and thus need to have this information. Healthcare information is separated on our database from personal information by passwords which are unique to each claims processor, selected by them and changed regularly.

We have entered into a contract with OA Advance Ltd to administer the Fund. We will therefore need to share your information with those personnel from OA Advance Ltd who will administer your membership and claims. OA Advance Ltd will not use your data for any purposes other than those for which we use it at present, outlined above.



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LADY GROVER'S FUND PRIVACY STATEMENT cont.

How we safeguard your information cont.

Neither Lady Grover's Fund nor OA Advance Ltd will ever pass any of your information to other organisations except where required to do so by law or where it has engaged a database manager to support its functions. OA Advance Ltd uses Salesforce as a database provider and Financial Force to run its finances. These are US-based systems which have introduced binding corporate rules and EU standard contractual clauses. Both are self-certified under the EU-US Privacy Shield and comply with General Data Processing Regulations to ensure they protect your data. Salesforce's terms of service and Privacy Policy can be found at <https://www.salesforce.com/crm/>. Financial Force's Privacy Policy can be found at <https://www.financialforce.com/privacy/privacy-statement/>.

How long we will keep your information

We will keep your personal information on our database while you are a Member of the Fund and for 7 years after your Membership ends as required by HMRC for any financial data. We need to keep some of your healthcare details (illness or injury, care package and duration claimed) throughout your Membership to ensure that we comply with our rules on chronic and repeat illness. Since any payment we make to you is dependant on the duration and nature of your care, we will keep these details on the database for 7 years after your Membership ends to satisfy both HMRC and PRA regulations.

The detailed medical and care reports which you provide in paper form to support your claim, we will keep for 2 years, in order to take account of the next AGM and audit. Thereafter we will destroy them securely.

Your rights

You have the right to:

- Receive a copy of the personal data we hold on you by emailing us at secretary@ladygrover.org.uk or writing to the Secretary, Lady Grover's Fund, 40 Caversham Road, Reading, Berkshire RG1 7EB.
- Object to processing that is likely to cause or is causing damage or distress.
- Have corrected any errors or omissions in the personal data held.
- Ask that your personal data be erased subject to any statutory or legal requirements placed on the data controller.
- Where you have given consent, you may withdraw it at any time. If you withdraw consent for the use of your information, we may be unable to fulfil our contract with you.
- Ask that the processing of your data be restricted, if you disagree about the accuracy of the data the controller holds or you object to the controller's intention to erase your data.
- Claim compensation for damages caused by a breach of data protection legislation.
- Make a complaint to the Information Commissioner's Office at: <https://ico.org.uk/concerns/> or 0303 123 1113.

Your consent

By providing us with your personal and healthcare data you consent to the collection and use of any information provided in accordance with the above purposes and this privacy statement.

Our commitment to data security

To prevent unauthorised access, maintain data accuracy and ensure the correct use of information, we have put in place appropriate physical, electronic and managerial procedures to safeguard, secure and update the information we collect.