



The Army's National Charity

Data Protection Frequently Asked Questions

Who is responsible for my personal information?

ABF The Soldiers' Charity is the Data Controller for any personal information that you submit to us. This means that we are responsible for the safety of your personal information. We may need to disclose your information to third parties, such as data processors, mailing houses, and data bureaus who are required to adhere to our rules on data protection.

As the Data Controller, we have a duty of care to ensure that our employees, our volunteers and those acting on our behalf, respect your right to confidentiality and ensure that your personal information is only used for the purpose for which it was provided.

How is my personal information stored?

Your information is held confidentially on paper or in secure computer files. We have taken steps to ensure that our systems and procedures prevent unauthorised access and unlawful disclosure. For more detail about how we keep your data secure, please refer to our privacy policy.

Why does ABF The Soldiers' Charity process personal data?

We need to process personal data to carry out our charitable work, to raise funds, for trading and for administration. For a more detailed description about the purposes for which we process your data, please refer to our privacy policy.

Do I have the right to see personal data that ABF The Soldiers' Charity holds about me?

Yes. This is an important right that you have under the General Data Protection Regulation ('GDPR'). You are entitled to ask us whether we hold any personal information about you and, if we do, to be told what it is used for. You are also entitled to know whether we have disclosed your information to any other persons or organisations and to receive a copy of the information we hold about you.

Is there any part of my personal information that I am not entitled to see?

You are normally entitled to see any information that we hold about you, with some specific exceptions. For example, you are not normally entitled to personal information that contains details about someone else, unless the person in question has given their permission to disclose this information about themselves.

How can I apply for Subject Access?

You must contact us in writing (which includes email) to request a copy of any personal information we may hold about you. However, we will not be able to release any personal information until we are satisfied about your identity and current address. You will need to provide us with enough information to enable us to confirm these details. To help you to do this, subject access request application forms are available from ABF The Soldiers' Charity. We will respond to your request within 30 days of receiving a completed application form.

Will any of my details be passed outside of the European Economic Area (EEA)?

For the majority of individuals, personal data will not be passed outside the EEA. However, given that the Internet is a global environment, using it to collect and process personal data necessarily involves the transmission of data on an international basis. This means for instance that data you pass to us may be processed outside the EEA, although the data will always be held securely and we will take steps to ensure that any third-party organisation we engage to process data on our behalf provides an adequate level of protection in accordance with the GDPR. Further information and advice about data protection is available from:

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