



## **PRIVACY POLICY**

At Eden's Trust we take your privacy and your personal data very seriously. The law is very clear about what we need to do in this regard and we are fully committed to complying with our legal obligations.

We want everyone who supports us or comes to us for support, to be confident that any personal information you share with us will be held securely and used appropriately.

This privacy policy sets out how we collect, use and store your personal information as well as outlining how we will protect your privacy.

### **ABOUT US**

Eden's Trust is a charity registered as the Eden Galvani Trust (No. 1136092). We offer support groups, counselling and workshops for bereaved parents, siblings and children in schools.

### **WHAT INFORMATION DO WE COLLECT**

We may collect the following personal data:

- Basic personal details (your name, email address, postal address, telephone or mobile number and date of birth)
- Financial details (bank account number, credit or debit card, UK taxpayer information for gift aid)
- IP address
- Photos, videos, or audio recordings

### **HOW DO WE COLLECT INFORMATION**

There are a variety of ways in which we may collect your personal information:

- make an enquiry about our services
- access our services
- complete feedback forms
- request training
- become a volunteer or member of staff
- take part in our events
- make a donation

## **CHILDREN'S DATA**

Due to the nature of the charity's activities, we hold personal information relating to children and young people when they access direct support. These details are only held with the explicit consent of the child's parents/guardian or young person if they are Gillick competent.

## **COOKIES ON OUR WEBSITE**

We do not use cookies for collecting personal information and we will not collect any information about you except that required for the administration of the web server

## **HOW DO WE USE THIS INFORMATION?**

We use personal information to provide our users with safe and consistent services or information they have requested, for administration purposes and to further our charitable aims, including fundraising activities.

## **LINKS ON THE WEBSITE**

Our website may include links to websites run by other organisations, such as our suggested support services. Eden's Trust is not responsible for the privacy practices of other organisations' websites, so we recommend you read their privacy policies carefully if you are providing them with personal information.

## **SENSITIVE DATA**

In some circumstances we may collect data which is classified as 'sensitive' data under the Data Protection Act, for example data about ethnic origin. We only hold this information for specific purposes and with your explicit consent.

The collection of any sensitive information and how this will be stored will be discussed at the outset of any direct support work.

## **KEEPING INFORMATION SAFE**

At Eden's Trust we take appropriate steps to ensure that the information we receive is kept secure, accurate, current and kept only for as long as is necessary for the purpose for which it is used. Information submitted in a registration or enquiry form is stored on a secure server. Access to our secure server is restricted and only accessible by authorised staff.

If we ever experience any breach in security, you will be notified.

## **LEGAL COMPLIANCE**

Eden's Trust may need to disclose your information if required to do so by law or in response to a court order or in exceptional circumstances. This may include a situation where we think someone is at serious risk of being harmed or harming themselves where we may need to contact the police or local authority safeguarding team.

## **CONSENT**

When you use our website, social media pages or provide personal information to us by other means you consent to us collecting and using the information in the ways set out in this policy.

## **DATA PROTECTION AND RIGHTS OF ACCESS**

You have the right to ask for a copy of the information we hold about you and to have any inaccuracies in the information corrected. You can also choose to amend your privacy permissions at any time. You have the right to request that we delete or stop communication with you. If you wish to exercise these rights, please contact us at [info@edenstrust.org.uk](mailto:info@edenstrust.org.uk).

This policy will be reviewed annually.

Next review date: 15 November 2024