



At Charlies-Angel-Centre Foundation we value our supporters, for the bereaved parents and families we support we take your privacy very seriously, treating any information you give to us with great care. We will ensure any personal information you provide to us is protected using secure systems and processes.

We comply with the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR) and other relevant legislation.

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.

About Us

Charlies-Angel-Centre Foundation is a registered charity (registered in England and Wales) 1172233. We support bereaved parents and families when a baby or child of any age dies.

Our registered address is: Sandway Business Centre, Shannon Street, Leeds, LS9 8SS

What personal information do we collect?

There are a variety of ways in which we may collect your personal information; for example, when you make an enquiry about our activities, access our direct face to face support at one of our locations across the UK, join our online Family Forum, sign-up for a newsletter, take part in our events or when you make a donation.

Information we routinely collect may include details such as your name, address, phone number and email address. Additional data will be collected in relation to families who access direct support from the charity, in accordance with our family bereavement support service record keeping policy, to ensure safe and consistent support can be delivered. The details of information storage, consent, confidentiality and safeguarding will be discussed at the outset of any direct work.

How do we use your personal information?

We use the personal information you give us, where relevant, for:

- administrative purposes
- providing you with information and/or services
- providing safe and consistent support to families

Using your information for marketing purposes

When collecting your personal information, we may ask for your consent to contact you in future. Where you have provided appropriate consent, we will provide you with news and updates about our services, upcoming events, resources, campaigns and appeals. These communications may be sent by email, post, telephone or SMS depending on the consent you have provided.

If you wish to stop receiving such communications, you can opt-out at any time by contacting: Charliesangelcentre@hotmail.com or by clicking on an 'unsubscribe' link in any email you receive from us

How do we protect your personal information?

Charlies-Angel-Centre Foundation has secure systems and processes in place and we take the upmost care to ensure the personal information you provide us is kept safe.

Information in relation to families who receive direct support is securely locked down so it is only available to Bereavement Support staff and not to any other volunteers.

We will only disclose your personal information to another party if required to by law. Sharing of information under safeguarding policies will be discussed with all families at initial contact.

Any online credit card payments comply with industry security standards and payment pages are SSL encrypted.

Where we store your personal information?

Personal information you provide to us is stored on our secure electronic systems within the UK. Your information may be transferred to one of our reputable service providers who may store and process this information outside the European Economic Area (EEA). By providing your information you agree to this transfer, storing or processing. We can assure you that we take all reasonable steps to ensure your data is handled securely. We have appropriate agreements in place with our suppliers.

How can you access, amend or delete your personal information?

How can you access your personal information?

Under the Data Protection Act you have the right to request a copy of the personal information we hold about you. This is known as a Subject Access Request. If you would like to submit such a request please write to us at: *Administration Department*, Charlies-Angel-Centre 92 Sissons Road, Middleton, Leeds LS10 4JY or contact us at: Charliesangelcentre@hotmail.com

We may request proof of your identity, this is to ensure we do not pass personal information to any else other than the person making the request. The statutory time for our response is 40 days, but we will endeavour to respond sooner.

How can you amend or remove your personal information?

If you believe any of the personal information we hold on you is out of date or incorrect, or you wish it to be deleted please contact us at: Charliesangelcentre@hotmail.com

Changes to our Privacy Policy

From time to time we may make changes to this policy. If any significant changes are made regarding how we collect and use your personal information we will update this policy.

This policy was last update: 08/2017

If you have any questions regarding this policy, please email Charliesangelcentre@hotmail.com