



Taylor-Made Dreams Privacy Notice

Taylor-Made Dreams understands that your privacy and the security of your personal information is extremely important. We are committed to protecting your privacy when you visit our website, take part in any of our projects, attend our events or donate to our charity. It is important to us that you are always clear on how your information will be processed.

Taylor-Made Dreams is the data controller. Our registration number with the Information Commissioner's Office is ZA271059.

This Privacy Notice explains what personal information we collect, what we do with it, our legal basis for processing and how we secure your information. We will also explain your rights in relation to the personal information we hold and how you can exercise your rights or register a complaint.

Our Contact Details:

Taylor-Made Dreams, Office 16, Basepoint, Crowborough, TN6 1DH

Tel: 01892 655533

Email: ceo@taylormadedreams.org.uk

Email of our Data Protection Officer: lvn@jarvisfields.com

Personal Data We Collect:

We only collect information we need to achieve our charitable objectives. We currently collect and process the following information:

- Name and Address
- Telephone number
- Email address (including business email address)
- Bank account and payment card details if you have donated to us or we are required to make a payment to service providers
- Feedback and personal quotes you provide to us including by phone, email, post, at events, or when you communicate with us via social media
- Information you provided on health, ethnicity and religion on the registration forms completed for our breaks
- Information about whether or not you want to receive marketing communications from us
- Contracts and agreements with service providers
- Photographs from our events and breaks

You are under no obligation to provide any information but if you do not then we may not be able to provide you with certain services or information.

How We Obtain and Use Personal Data:

Most of the personal information we process was provided directly by you for one of the following reasons:

- Registering for one of our breaks or charity events
- Donating to the charity
- Account details of service providers and supporters
- To respond to enquiries or correspondence

We also receive personal information from health care providers who refer families to us for our breaks.

Legal Basis for Processing Personal Data:

As a charity we provide different opportunities and services and our legal basis for collecting and using the personal information described in this Privacy Notice will depend on the type of personal information and the specific context in which we collect and use it.

We will normally collect and process your personal information only when you have given your consent or to meet our legal or contractual obligations.

In some cases, the processing of your personal information may be based on our legitimate interest as a charity but not when overridden by your data protection interests or fundamental rights and freedoms. We carry out balancing and necessity tests to ensure that your rights are protected when we rely on our legitimate interest for processing. We always process personal data legally as required by law. When we process special category data it is always done with your explicit consent.

What We Do with the Information:

We use personal data in the following ways:

- To provide our charitable services
- To personalise your browsing experience and monitor trends on our website (please see our Cookie Notice)
- To send our newsletter if you have signed up to receive it
- To advertise our charitable events
- To promote our fundraising activities.
- To contact you, following your enquiry, reply to any questions, suggestions, issues or complaints you have contacted us about

Sharing of Information:

In most instances we only share information with the partners who work with us to deliver our charity events and for the opportunities we provide to families. We use processors to provide our information technology services who might be located outside of the United Kingdom. When we are required to transfer data outside of the United Kingdom we ensure that appropriate safeguards such as standard contractual clauses, adequacy or other transfer safeguarding measures are used.

Cookie Notice:

We use cookies on our website. Cookies are small files normally consisting of letters and numbers which stores information on the user's device. They are used in numerous ways, such as to analyse visitor traffic to our website through Google Analytics. We use cookies on our website to link to social media platforms and to third party service providers such as JustGiving to support our fundraising efforts. There are also cookies on our website linking to our corporate supporters to recognise their support of the charity. You can decline non-essential cookies.

How We Store Your Information:

Your information is securely stored on password protected hardware and in secure filing cabinets. We keep personal data for only as long as necessary. In most cases, our retention period will come to an end seven years after the end of your relationship with us, but we review personal data we hold every two years to establish if it is still accurate and necessary for us to store. In some cases, we are required to keep personal data for longer to comply with our legal obligations. When we no longer need your personal data or have a legal obligation to store the data, we will dispose of your information by deleting it from our databases and securely disposing of paper files.

Your Data Protection Rights:

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances. If we are unable to delete the information immediately, we will inform you.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.
- **Rights in relation to automated decision making and profiling** - Our charity does not make use of automated decision making or profiling.

If you make a request, we are required to respond to you within one month unless there are reasons why it will take longer to collect the information you requested. If that is the case, we will inform you. In some cases, we will require you to provide proof of your identity if we are unable to confirm your identity through other information we hold about you. This is required to ensure the security of the personal information we hold and to meet our legal obligations. You are not required to pay any charge for exercising your rights. Please contact our Data Protection Officer if you want to exercise any of your rights.

How to complain:

In the first instance please send complaints to our Data Protection Officer. If you are not happy with the response you receive from us, you have the right to submit a complaint to the Information Commissioner's Office (ICO).

www.ico.org.uk

Helpline number: 0303 123 1113

Last Updated February 2022.