



Privacy Statement

Preservation of your privacy is important to Eagle's Nest and we are committed to letting you know how we use your personal information and to making only responsible use of your data. Eagle's Nest is a charity registered in England and Wales; the registered charity number is 1156196.

1. Who is collecting the data?

Eagle's Nest, as a data controlling body under the terms of the General Data Protection Regulation (2018) is collecting the data from users of our services and their parents/guardians if under 18, supporters, donors, referring agencies and other interested parties.

2. What information do we hold?

We will collect personal information from you when you enquire about our activities, register as a supporter with us, or are referred to one of our services. This may include, but is not limited to, your name, title, email address, physical address, telephone numbers and details of schooling. We may also ask for some additional information, some of which would be classed as sensitive information. You may choose to withhold any information on the understanding that you may not then receive essential information.

3. Why we collect this information

Your personal information will be used only to process your requests, to provide you with our services, and to provide you with information relating to our services. When a young person is referred to us, we are made aware of other organisations working with that child and the family. This information is shared with us so that we can work together with agencies to support your child. As part of the engagement process, we will make parents and children aware of the information we have been given about other supporting agencies to ensure you know who we will be sharing information with. If there are other agencies involved that it would be helpful for us to know about, we would welcome this information.

4. What we do with this information

We will use it to contact you in respect of our services, to inform you of our services and to provide you with information. We will not pass this information on to anyone else unless legally obliged to do so, or where we are working with your child, and have made you aware of the agencies we are communicating with in order to work together to give the best support to you and your child. Outside of this, we will not share your information without your express permission.

5. Security

We will take reasonable precautions to prevent the loss, misuse or alteration of information you give to us. Communications from us may be sent by email. Email, unless encrypted, is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free.



6. How long we store the data

The data will be stored for a maximum of six years after any connection between you and Eagle's Nest has ceased if the reason for storage is either employment (staff or voluntary) or financial support. Information related to service users is held on file until they reach the age or 21 years.

7. Complaints and data removal

If you would like us to correct or update any information, or if you would like information deleted from our records, then please email us info@eaglesnestproject.org.uk, or write us at the address shown on our website.

Links within our sites to other websites are not covered by this privacy policy.

Eagle's Nest Privacy Notice 29/07/2021