



The
Compassionate
Friends

Privacy Policy

We are committed to protecting your personal information

The Compassionate Friends is committed to protecting people's personal information. This policy sets out the basis on which we will process any personal information we collect from you, from published sources and public registers, or that you provide to us.

The types of information we collect

When you engage with The Compassionate Friends, for example, if you donate money, access our information or request services/products, or become a member or volunteer, we may collect and process personal information about you. Depending on your activity, this personal information may include your financial details, name, e-mail address, postal address, telephone or mobile number or date of birth. It may also include details of the death of your child or children as well as details on any surviving children you may have.

If you contact us, we may keep a record of that correspondence. We may ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

We may also collect details of your visits to our website or your calls to the TCF helpline, including but not limited to traffic data, location data, weblogs, and other communication data and the resources that you access.

By submitting this personal information, you enable us to provide you with the information, services or products you select.

Before contacting some very specific individuals to ask if they would like to engage with us and support our work to support bereaved parents and siblings, we may do some research to understand how likely it is that they will be interested. We typically look at information published in the media.

If our research shows that a person is unlikely to be interested, we will not contact them and we won't keep the research information. If we do contact you based on our research, we will inform you about the information we hold and agree with you how we can use it in the context of your potential support for The Compassionate Friends.

To help us create a more effective website that reflects users' needs, we may also use cookie files to collect and record information about how our site is used and collect your IP address (a number that identifies a specific computer or other internet device) for system administration and to report aggregated information. Cookie files and IP addresses will not identify you as an individual. By continuing to use our site, you agree to our use of cookies.

How we may use your personal information

1. To provide you with information (including fundraising or volunteer activities), services or products you have requested or which we feel may interest you where you have consented to being contacted.
2. To allow you to participate in interactive features on our website, when you choose to do so, for example, we may help you complete forms by inserting your contact details for you to edit.

We are legally required to hold some personal information to fulfil statutory obligations, for example the collection of Gift Aid or to support certain financial transactions. We will hold information about your details so that we can respect your preferences for being contacted by us.

How we will contact you

If we contact you by phone or letter, we will not contact you again if you ask us not to. You can contact us to change your contact preferences by e-mailing info@tcf.org.uk or by 0345 120 3785.

We will never contact you to send you information about how you can support The Compassionate Friends by email or text unless you have given us your prior permission.

How we handle your information and other organisations

The Compassionate Friends will not rent or sell your personal information to other organisations for use by them in their own direct marketing activities.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation; or in order to enforce or apply our terms of use for this website or other agreements; or to protect the rights, property or safety of the Compassionate Friends, our donors or others. This includes exchanging information with other companies and organisations for the purposes of fraud detection and protection.

How we handle direct debit or credit card information

The Compassionate Friends will ensure that when collecting sensitive information over the internet such as debit cards, credit cards or personal information that this done so securely. No debit card, credit card or banking information is kept on file. To protect yourself when sending us sensitive information, please ensure that you use devices running supported operating systems that are regularly patched, and incorporate some form of malware protection. Only connect your devices to networks that you trust.

Securing your passwords

Where we have given you (or where you have chosen) a password which enables you to access certain parts our website, you are responsible for keeping the password confidential. You agree not to share that password with anyone else.

Following links to third-party websites

The website of The Compassionate Friends may include links to other websites, not owned or managed by The Compassionate Friends. Whilst we try our best to only link to reputable websites we cannot be held responsible for the privacy of data collected by sites not managed by The Compassionate Friends, nor can we accept responsibility or liability for those policies. For this reason, you should consult the privacy policy on any external website you link to before you submit any data to those websites.

Posting or sending inappropriate content

If you post or send any content that we believe to be inappropriate or content in breach of any laws, such as defamatory content, we may use your personal information to inform relevant third parties such as your internet provider or law enforcement agencies.

Posting or sending content that you do not own

We have the right to disclose your identity to any third party claiming to own any content that you posted.

In cases when we use external websites provided by other organisations such as Twitter or Facebook, then we would ask you to consult their privacy policies.

How to access your personal information

You have a right to know whether or not The Compassionate Friends holds any information about you (personal data) and a right to be provided with your information within 40 days in accordance with the Data Protection Act.

You can request your personal information by e-mail to info@tcf.org.uk by writing to:
The Compassionate Friends
Kilburn Grange
Priory Park Rd
London NW6 7UJ

We do not make a charge for this. It'll help us to find your information if you can tell us something about the nature of your contact with us.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Updates or changes to the privacy policy

We reserve the right to make changes to this Privacy Policy. Each time you visit the TCF site you should check this Privacy Policy to check that no changes have been made to any sections that are important to you. Where appropriate, any changes will be notified to you by email.