

Privacy Policy

At The Crysalys Foundation, we're honest, we're analytical, we're straightforward – it's part of our values.

We apply these values to everything we do– including how we treat your personal information.

Your ongoing support is invaluable to us. Without it, we cannot continue to help the children, young people, and families we reach every year, across the UK.

To keep your support, we know we need to earn your trust, so we treat your personal information as you'd expect – with respect.

Below is our promise to you – whether you're a supporter, donor, fundraiser, campaigner, volunteer, foster carer, adoptive parent, or someone who uses our services: we've included an outline of how, why, and when we obtain and use your personal information, and how we keep it safe and secure.

Our Promise To You

We are responsible for protecting your personal information, and we take this responsibility very seriously.

If you have any queries or concerns about how we use your personal information, please contact the Development Manager, Jane Deamer:

By email jane@crysalys.org, or write to us at: Development Manager, The Crysalys Foundation, 60 Sutton Street, Flore, Northamptonshire, NN7 4LE.

You have the right to withdraw your consent at any time.

So, we promise...

1. To only collect personal information (or 'data') from those who directly interact with us: supporters, donors, fundraisers, event attendees, volunteers, campaigners, foster carers (and/or those who make enquiries), adoptive parents (and/or those who make enquiries), those who use our services, those who use our website and those who request access to our records e.g. A genealogy request.
2. We – The Crysalys Foundation – are the 'data controller' in respect of your personal information, and are solely responsible for what happens to it, where it goes, and who sees it ... and you can hold us to account for this.
3. That we will never ever sell your data to third parties for their own marketing needs.

4. To collect the minimum personal information we need, limited, where relevant, to your:
 - Name
 - Age/date of birth
 - Gender
 - Contact number(s)
 - Email address(es)
 - Postal address
 - Contact preferences (do you prefer emails or SMS messages?)
 - Information for 'market analysis'
 - Records of fundraising events you've attended
 - Campaigns you've supported
 - Lobbying events you've attended
 - Historical details relating to your foster or adoptive family (if relevant to you as an individual)
 - Record of your contact with us – whether a query, compliment, or complaint.

5. To only obtain and use this information, where relevant, to:
 - Raise further awareness of The Crysaly's Foundation and the work we do
 - Help raise further funds to support children and families across the UK
 - Learn how best to contact you (and what about)
 - Keep a record of your support
 - Help us with profiling
 - Progress applications (employment, volunteering, fostering, adoption) or any other enquiries
 - Learn how to improve our products and services
 - Learn about other audiences who may be interested in supporting the work of The Crysaly's Foundation (and the new products, services, and information they may be interested in).

6. To keep your data for personal information for:
 - As long as you are an active campaigner, donor, or fundraiser – and only for as long as necessary after your last interaction with us.
 - Up to five years if you make a genealogy request.
 - Up to six years in relation to Gift Aid (in compliance with HMRC regulations)
 - Up to seven years if you volunteer with us
 - As long as is necessary in relation to fostering and adoption and any other enquiries
 - As long as necessary if you have pledged a Legacy to us.

7. That you can opt out of receiving communications from us at any time.

8. We will only be able to send communications, updates, or information to those who have stated they are happy for us to do so.

9. That you can request to access, change, or delete your information at any time.

10. To not share your personal information with third party partners.

But... please be mindful that our website may contain links to and from other websites – partners and affiliates – and they will have their own privacy policies, which we do not accept any responsibility or liability for.

11. To protect your personal information by:

- Only keeping it for as long as is strictly necessary
- Only passing it to carefully selected third parties
- Anonymising your personal details when using data for market analysis
- Encrypting your personal information when using it to develop new services or products,
- Or looking for supporters of a similar background or age
- Ensuring all online forms are encrypted and that our network is protected
- Securely destroying your identity documents once we've acted on an Access to Records or Genealogy request
- Acting upon any requests to view, change, or delete your information, within 30 days.

If you are unhappy with how we've handled your personal information, or a complaint you've made in respect of this, you have the right to contact the Development Manager:

Jane Deamer

jane@crysalys.org