



Eden Animal Rescue

We Rescue, Care and Rehome

The Eden Animal Rescue Centre, Moorlands Head Farm, Newbiggin, Temple Sowerby, Penrith, Cumbria CA10 1TH
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Privacy Policy

This Privacy Policy was last updated on 24th May 2018.

Changes may be made to this policy in the future. Please visit again to keep up to date.

By using this website, you agree that you have read and understood the Privacy Policy set out below. Although the language is simple, the intentions behind this policy are to provide complete transparency to the user on how information is collected and used on this website.

Please [contact us](#) if you have any questions.

WHAT PERSONAL INFORMATION DO WE COLLECT?

Volunteer Contact Form

When you fill out a volunteer contact form, we collect your name, email and telephone number.

Adoption or Surrender Form

When you fill out the Adoption or Surrender Form, we will collect your name, email, telephone number and address. We also collect additional, none identifiable, information to help us match potential adopters with animals looking for homes.

Gift Aid Donations

When you donate to us, we ask you for your name, address and payment.

HOW WE PROCESS YOUR INFORMATION

The legitimate interest of Eden Animal Rescue as Data Controller in holding personal data about you, is so that we can provide an efficient rehoming service to potential adopters.

The information that you provide is used to help us with your initial adoption enquiry and/or to manage the process of adopting one of our animals. The information you provide is only

accessed by our staff. In line with GDPR each member of staff takes part in training which covers their obligations as part of our Data Protection Policy.

HOW LONG WE KEEP YOUR INFORMATION

General Enquiry Emails

Any emails that we receive, and reply to, are kept for three months, and then they are deleted.

Completed Adoptions

If your enquiry goes through to successful adoption, then your details remain on our records, until the animal dies, assuming that you inform us of this. Keeping your record allows us to offer you life-long support to the animal in its new home. We do not use this information to initiate contact with you, other than to arrange follow up visits that may take place as part of the adoption process (as set out in our Adoption Form).

Gift Aid Donations

We keep your details for as long as is required, by law, for accounting purposes.

AGE LIMITS

The minimum age limit for adopting an animal is 18.

SUBJECT ACCESS REQUEST

You can request to see any data that we hold at any time. Any request will be responded to within 30 days.

DELETION REQUEST

You have the right to ask for any personal data that we hold on you to be deleted. Unless there is a reason why that data is needed - for example, to allow us to fulfil a service that we are currently providing to you, or for legal or accounting reasons, your data will be erased on request.

KEEPING IN TOUCH

Occasionally we send out newsletters, but we will do this only with your explicit consent. We use MailChimp (see third parties below) to send out our newsletters and you can unsubscribe any time by clicking the 'unsubscribe' link provided in each newsletter.

HARDWARE

All of our computer hard drives are encrypted, fire-walled and password protected. We adopt appropriate security measures to protect against unauthorised access, alteration, disclosure or destruction of any information that we may hold about the service we provide for you.

THIRD PARTIES

We regard your personal information is exactly that, personal, and we do not share, rent or sell your details to any third party.

Google Analytics

Like many websites, we use Google Analytics to help us understand how visitors interact with our site. The analytics can show us how many visitors we have to this site each day, and which pages are visited the most frequently. This helps us to understand whether the information we are making available on the web is useful to our visitor.

Google Analytics collects non-personal identification information about visitors whenever they interact with this website such as browser name, operating system, and general region. Google Analytics also records your IP address. None of this information reveals your personal identity to us.

Google Analytics is a third-party Data Processor, and you can read about how they protect your information [here](#)*.

Social Media

We have links to our Facebook, Twitter and Instagram feeds on our website. Facebook, Twitter and Instagram are third parties and have their own privacy policy which you can view on their websites.

MailChimp

We use the MailChimp service to send out occasional emails. You will only receive these emails if you have opted-in to receive them. MailChimp is a third party, and you can view their Privacy Policy [here](#)*

COOKIES

A cookie is a small text file that is downloaded onto your computer, and it helps the website to remember you while you are actively on it, or when you return at a later date.

You can delete your cookies at any time from within your browser settings.

You have full control over whether you allow any website, including this one to use cookies.

You can disable your cookies from within your browser.

Find out more information on Cookies here* <https://www.aboutcookies.org/> and also here* <https://cookiesandyou.com>.

If you do disable your cookies, there may be elements of this website that do not function as you would expect.

DATA BREACH

In line with GDPR should a data breach occur at any time, resulting in a compromise of any personally identifiable data which may affect you, we will advise you within 72 hours.

YOUR ACCEPTANCE OF THESE TERMS

By using this Site, you signify your acceptance of this policy. If you do not agree with this policy, please do not continue using this Site.

Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

QUESTIONS

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please [contact us](#)

** these links are provided for your convenience and were current at the time of writing. All 3rd Party websites are responsible for their policies and data, and the links and data may change. Please do your own research to ensure you have the latest information.*