



TANGIER WOOD

Data Protection and Privacy Policy

Information we may collect about you

You may give us information about you by filling in an online form, contacting us by phone or e-mail or in person.

On booking and/or registration of your DofE Gold Residential, we ask you for all the relevant information that we need to ensure you have a really enjoyable and safe five days while you're with us.

This information includes your name, date of birth, e-mail address and phone number, medical and emergency contact information and information relating to any access or dietary requirements you may have.

How we use your information

We will use the contact information you provide to send you relevant information about your Residential. This will include your booking confirmations, joining instructions as well as pre and post-course information. We will not use your contact information for any other purposes.

Data protection law recognises certain "special categories" of personal information, which includes medical information. We will only use this information to ensure your safety and comfort during your Residential experience.

Sharing your information

We have third parties working with us to deliver limited aspects of your Residential experience. This includes a company called Square Knot who teaches the Emergency Outdoor First Aid Qualification taking place on day one of the Residential.

We will share with Square Knot any information you may give us about your access requirements to ensure you can fully engage with and benefit from the course instruction. We may also have a chef onsite on certain evenings to support catering activities. In this instance, we will share with the chef any information you may provide about your dietary requirements.

We may also share information you provide with the Duke of Edinburgh where we are required or requested to do so.

We will only share necessary information with these third parties. We will not share your information with any other parties.



How we store your information

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with our data policy.

We hold your data on a secure computer which only Jodie and Jordan have access to. We also password protect the data and/or keep the data in encrypted folders for added security.

We will keep your information on file only for as long as we need to in order to deliver and administer your Residential experience. We will delete your information from our files six months after the completion of your Residential, with exceptions related to an Accident 510 or formal complaints.

If it is necessary to complete an Accident 510 form for any individual, we will keep that individual's details on file for as long as medically and legally required. In the event of a formal complaint, we will keep the individual's details on file for as long as required and/or until the issue has been deemed to be satisfactorily resolved.

If you have any questions or queries about how we collect, use and store your data, please contact us at connect@tangierwood.org.uk.