

Privacy & Data Protection Policy

Last updated: 12th June 2025

Helping Dreams Take Flight (“we”, “us” or “our”) is committed to protecting the personal data of our supporters, applicants, donors, and website users. This policy outlines how we collect, use, store, and protect your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. **Who We Are**

Helping Dreams Take Flight is a registered charity in England and Wales.

Charity Number: 1213596

Registered Address: Grosvenor House, 11 St Paul’s Square, Birmingham, B3 1RB

Email: info@helpingdreamstakeflight.org

2. **What Information We Collect**

We may collect and process the following types of personal information:

- Name, address, email, and phone number
- Date of birth (where relevant for eligibility)
- Information submitted via scholarship applications or donation forms
- Communication preferences and correspondence history
- Donation amounts and Gift Aid declarations
- IP address and website usage data via cookies

3. **How We Use Your Information**

We will only use your information when we have a lawful basis to do so. These uses may include:

- Processing scholarship applications
- Responding to your enquiries
- Managing donations, Gift Aid claims, and thank-you messages
- Sending you charity news, updates, and fundraising appeals (with your consent)
- Ensuring compliance with legal and regulatory requirements
- Improving our website and services

4. **How We Store and Protect Your Data**

We take data security seriously. Your information is stored securely on password-protected systems and only accessible to authorised personnel. We will not retain your data longer than necessary and review retention periods regularly.

If you apply for a scholarship and are not successful, we will securely delete or anonymise your application data within 12 months unless you ask us to retain it for future opportunities.

5. **Sharing Your Information**

We do not sell or trade your personal data. We may share it only with:

- HMRC for Gift Aid processing (if applicable)
- Trusted service providers for email, form submission, or donation processing
- Scholarship delivery partners (e.g. flight training organisations), but only with your consent
- Regulators or authorities when legally required

6. **Your Rights Under GDPR**

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (where appropriate)
- Withdraw your consent at any time for marketing communications
- Object to processing where applicable
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us at: info@helpingdreamstakeflight.org

7. **Cookies**

Our website uses cookies to improve your experience. You can manage your cookie preferences in your browser settings.

8. **Third-Party Links**

Our website may contain links to other sites, such as partner organisations or sponsors. We are not responsible for the content or privacy practices of these third-party sites.

9. **Updates to This Policy**

We may update this policy from time to time. Any changes will be posted on our website and dated accordingly.

Contact Us

If you have any questions about this policy or your data, please email:

info@helpingdreamstakeflight.org