



Privacy Policy - The Grief Trail

The Grief Trail user privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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1. Contact details

Email: contact@thegrieftrail.com

2. What information we collect, use, and why

We collect or use the following personal information for dealing with **queries, complaints or claims**:

- Names and contact details
- Correspondence

The following information is subject to additional protection due to its sensitive nature:



The Grief Trail

THE GRIEF TRAIL IS A PEER-LED SUPPORT AND RESOURCE PLATFORM. WE DO NOT PROVIDE EMERGENCY OR CRISIS SUPPORT. WE ARE NOT YET REGISTERED AS A CHARITY. FOR MORE INFORMATION, PLEASE EMAIL CONTACT@THEGRIEFTRAIL.COM OR VISIT WWW.THEGRIEFTRAIL.COM



We collect or use the following personal information for For communications and or publishing on the website:

- Names and contact details
- Information about lifestyle, interests or personal history
- Records of consent, where appropriate

3. Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)



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- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for dealing with **queries, complaints or claims** are:

- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **communications and/or publishing on the website** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.



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- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - This personal data will be collected and (if consented too) published on our website 'Blog'. This is done to benefit the users of the website, and would only be done if an individual has requested and consented to their data being shared for the purpose of informing others. Whatever information you consent to be shared on the website will be viewable by any website visitors. You have the right to remove such information at any time.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

4. Where we get personal information from

Directly from you and you only.

5. How long we keep information

Content is reviewed regularly to ensure it remains accurate, safe, and supportive. Outdated or potentially harmful material may be edited or removed.

For blog posts shared by individuals, this data will be kept indefinitely but reviewed every 12 months. At any time should you wish to withdraw your data, you can do so by contacting us through the details provided above.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.



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6. Who we share information with

Others we share personal information with

- Publicly on our website, social media or other marketing and information media.

7. How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

Last updated: 15th March 2025



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