

Privacy Notice

Data Protection and GDPR

Privacy Policy

Skye and Lochalsh Council for Voluntary organisations are committed to protecting and respecting your privacy. This Policy explains how, when and why we collect personal information during the course of providing services to you and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to info@slcvo.org.uk or by writing to SLCVO Chief Officer, Tigh Lisigarry, Bridge Road, Portree, IV51 9ER. Alternatively, you can telephone 01478 612921.

Summary

- We only collect personal information about you where it is completely necessary or you have consented, and we ensure we only collect information we need.
- We will not send you direct marketing materials unless you have given us permission to do so.
- We will not sell or share your personal data with third parties.
- We will protect your personal information with appropriate combination of technical and organisation measures.
- You have rights to your information including the right to access.
- If you have a complaint, please contact the Data Protection Officer, SLCVOs Senior Officer at jo.ford@slcvo.org.uk or the address above.

How do we collect information from you?

We collect information about you when you complete our Membership Application form, Mail list subscription form, Volunteer Application Form and during initial contact for support or other services provided by SLCVO. We need to collect this information from you to provide you services in relation to your membership, volunteer placement and direct support.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, contact telephone number and details relevant to your volunteer registration. The processing of your information is under the legal basis of Contract, Legitimate Interests and where necessary Consent.

How is your information used?

We may use your information to:

- process your membership and carry out our obligations arising from your membership and Charity and Company regulations;
- deal with your enquiries and provide support;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about events, fundraising activities, promotions of our services;

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

SLCVO staff will have access to your information which is held on an internal database, in Mailchimp and in Charity Log where necessary. We will not sell your information to third parties. We will not share your information with third parties for marketing purposes.

Mailchimp

Mailchimp is GDPR-compliant online platform that provides email marketing and other communication services. In connection with our services, Mailchimp is used to send and manage email campaigns, newsletters, and communications to our subscribers. Personal data, such as names and email addresses, may be shared with Mailchimp for the purpose of delivering these communications. Mailchimp processes this data in accordance with its privacy policy and in compliance with applicable data protection regulations, including the GDPR. We ensure that Mailchimp maintains appropriate safeguards to protect personal information.

Charitylog Database

Charitylog is a cloud-based client management system used by the Highland Third Sector Interface to record support provided to third sector organisations. As a rural partner of the Highland Third Sector Interface, Skye and Lochalsh CVO use the Charity Log database to record and monitor the services we provide. Only necessary Information will be entered onto Charity Log such as contact details, case notes, and service histories, to provide support and manage interactions with our service users. Charitylog processes this data in compliance with applicable data protection regulations, including the GDPR. The platform implements robust security measures to protect personal information, and access is restricted to authorised personnel only.

Your choices

You have a choice about whether or not you wish to receive information from us. You can choose to receive direct marketing communications from us by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: info@slcvo.org.uk or telephone on 01478 612921.

You have the right to:

- Have inaccurate personal data rectified, or completed if it is incomplete.
- Have personal data erased also known as 'the right to be forgotten'
- Have the right to restrict the processing of their personal data

- Receive personal data you have provided to SLCVO in a structured, commonly used and machine readable format
- Have the right to object to processing based on legitimate interests; the performance of a task in the public interest/exercise of official authority (including profiling); direct marketing (including profiling); and processing for purposes of scientific/historical research and statistics.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@slcvo.org.uk, or write to us at: Tigh Lisigarry, Bridge Road, Portree, IV51 9ER. Alternatively, you can telephone 01478 612921.

You have the right to ask for a copy of the information Skye and Lochalsh CVO hold about you. We may charge £10 for information requests to cover our costs in providing you with details of the information we hold about you. Please contact us at: info@slcvo.org.uk, or write to us at: Tigh Lisigarry, Bridge Road, Portree to initiate a subject access request, following the instruction on the ICO website <https://ico.org.uk/for-the-public/getting-copies-of-your-information-subject-access-request/>

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. We use an appropriate combination of technical and organisational measures to ensure, as far as reasonable possible the confidentiality, integrity and availability of your information at all times. If you have a security-related concern, please contact us at: info@slcvo.org.uk, or write to us at: Tigh Lisigarry, Bridge Road, Portree, IV51 9ER. Alternatively, you can telephone 01478 612921.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Other notes

- We do not transfer your information outside of Europe.
- If you complete an enquiry form on our website we collect the information provided by you we do not collect your device information.
- We do not use automated decision making and profiling on our website

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in September 2024