

Voluntary Action South Lanarkshire

Privacy Policy

What is the purpose of this document?

Voluntary Action South Lanarkshire (VASLan) is committed to protecting the privacy and security of your personal information.

This Policy explains when and why VASLan collects personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

VASLan may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our services, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to office@vaslan.org.uk or by writing to Voluntary Action South Lanarkshire, 155 Montrose Crescent, Hamilton ML3 6LQ or Telephoning 01698 300 390.

Data Protection Principles

VASLan will comply with the data protection law. This says that the personal information that VASLan hold about you must be:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that have been clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purpose we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purpose we have told you about
- Kept securely

Who are we?

Voluntary Action South Lanarkshire, the third sector interface for South Lanarkshire. Voluntary Action South Lanarkshire is a Scottish registered charity (no. SC037696) and company limited by guarantee (no. SC309701). The registered address is 155 Montrose Crescent, Hamilton, Scotland ML3 6LQ.

What type of information is collected from you?

Personal data or personal information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

The personal information VASLan collects varies depending on the individual's role. The main roles that we collect information on are:

- Organisation Contact
- Volunteer Registration
- Saltire Volunteer
- Project Clients

For all roles the information we collect for an individual includes:

- Name
- Contact address
- Contact telephone numbers (including mobiles)
- Email

Depending on the individual's role VASLan may also collect the following information:

- Organisation you are associated with
- Job Title
- Date of Birth
- Gender
- Nationality
- Support needs
- Skills

If you purchase a service from us, your banking information may be held by us on your approval.

Website Data

Like many other websites, the VASLan websites uses cookies. It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

A cookie is a small file of letters and numbers that we may store on your browser or the hard drive of your computer or device. They cannot be used to identify you personally.

We use information in the following ways:

- Administer the Site and to help you use the Site
- To carry out statistical analysis on the site usage

How do we collect information from you?

We obtain information about you when you:

- When you contact VASLan for organisation or volunteering advice
- Apply for membership of VASLan
- Apply for employment with VASLan
- Attend a VASLan event or training

- Sign up for our newsletters
- Use our websites
- Complete our Surveys
- Become a client of a VASLan project

We are concerned to protect the privacy of children aged 13 or under. If you are aged 13 or under, we will require your parent/guardian's permission beforehand whenever you provide us with personal information

How is your information used?

VASLan will only use your personal information when the law allows. Most commonly VASLan will use your personal information in the following circumstances:

- Where we need to perform the contract you have entered into with VASLan
- Awards nominations
- Seek your views or comments on our services
- Notifying you of changes to our services
- Recommending volunteering opportunities to you
- Send you communications that maybe of interest to you. These may include:
 - Campaigns
 - Appeals
 - Funding opportunities
 - Job and volunteering opportunities
- Profiling the South Lanarkshire Third Sector - Anonymised

You may ask us to stop sending you correspondence that we believe may be of interest to you by emailing: office@vaslan.org.uk

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: office@vaslan.org.uk or telephoning 01698 300 390.

Data Retention

VASLan will only retain your information for as long as necessary to fulfil the purpose it was collected it for, including the purpose of satisfying any legal, accounting or reporting requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

We review our retention periods for personal information on a regular basis and our current data retention policy is:

- Organisation Contact – while active with the organisation
- Volunteer - 3 years from the date of last contact

- Saltire Volunteer - 3 years from the date of last contact
- Project client – 3 years after the date of last contact

Your Rights

The VASLan is a “data controller” for the purposes of relevant data protection legislation. You have a number of rights in relation to personal data held about you by VASLan, namely the right to:

- Request Access
- Request Correction
- Request Erasure
- Object to processing
- Request the restriction of processing
- Request the transfer of your personal information to another party

In order to request any of these rights please complete the GDPR Rights Form which can be found in electronic form on our website www.vaslan.org.uk. This form should be emailed to office@vaslan.org.uk

You have the right to ask for an electronic copy of the information Voluntary Action South Lanarkshire hold about you (we may charge for repeated information requests) to cover our costs in providing you with details of the information we hold about you. To access the information, please complete the Data Subject Access Request (DSAR) Form. Information will be provided within one month.

You can find detailed information about your rights under UK Data Protection legislation on the UK Information Commissioner’s website: <http://www.ico.gov.uk>
If you have a complaint about our use of your information, you can contact the Information Commissioner’s Office via their website at www.ico.org.uk/concerns

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: office@vaslan.org.uk or write to us at: VASLan; 155 Montrose Crescent, Hamilton, Scotland ML3 6LQ. Alternatively, you can telephone 01698 300 390.

Data Security

VASLan strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. If we have a breach of information, we have a duty to notify the ICO.

Who has access to your information?

- Only authorised VASLan employees will have access to your information
- VASLan will not sell or rent your information to third parties
- Third Parties
 - We may pass your details on to organisations that you are interested in volunteering
 - We may pass on your details to organisations to verify your Saltire Volunteering hours
 - When we pass your details to a third party, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.
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Where we store your personal data

The information which we collect about you will be stored on a UK or European based secure servers. Where we have given you (or where you have chosen) a password for your user account, you are responsible for keeping this password secure and confidential. You are responsible for safeguarding your password.

Review of this Policy

We may change this policy from time to time. Any changes we may make to our privacy policy in the future will be posted on the Site. This Policy was last updated in April 2018.

Right to Complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns