

INTRODUCTION

We understand that the privacy of all of our members, funders, supporters, volunteers, beneficiaries, clients, service users and service provides is important to them and that they care about how their personal data is used. In this Privacy Notice, we refer to them all of those individuals as “you” for convenience.

We respect and value your privacy and will only collect, hold, use, or share your personal data in ways that are described here, and in a way that is consistent with our obligations and your legal rights.

1. Information about us

Healed Scars is a registered charity no: **SC050460** and is an unincorporated association whose main office address is at Bannockburn Business Hub, 70 Quakerfield, Stirling, Scotland, FK7 8HZ

Data Protection Officer: Ewelina Maria Chin (ICO).

Email address: support@healedscars.uk.

Telephone number: 01786 439 988.

Postal address: Bannockburn Business Hub, 70 Quakerfield, Stirling, UK, FK7 8HZ

Representative: Nazia Akhtar / Ewelina Maria Chin.

Email address: support@healedscars.uk

2. What does this Notice cover?

This Privacy Notice explains the types of your personal data that we collect, how it is collected, how it is held, how we use it, and how it is processed. It also explains your rights under data protection legislation¹ relating to your personal data. Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

3. What is “personal data”?

Personal data is any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data that we collect and use is set out in paragraph 5 below.

4. What are my rights?

Under the data protection legislation, you have the following rights, which we will always work to uphold. You have the right to:

- a) be informed about how we process your personal data;
- b) access and be given a copy of the personal data we hold about you. (See paragraph 10 below about this);
- c) require us to correct any personal data that we hold about you if any of it is

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- inaccurate or incomplete;
- d) be forgotten: in certain circumstances you have a right to have your personal data erased from our records;
- e) restrict (i.e. prevent) the processing of your personal data;
- f) object to the way we process your personal data (e.g. for direct marketing);
- g) withdraw consent: if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time;
- h) data portability: the right in certain circumstances to have us transfer your personal data to another organisation; and
- i) not be subject to a decision based solely on automated processing (including profiling) which produces legal effects on you. We do not use your personal data in this way.

As to how to contact us for more information about our use of your personal data or exercising your rights as outlined above, see paragraph 11 below.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

If you wish to make a complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office but please contact us first (see paragraph 11 below) so that we might try to resolve your concerns ourselves.

5. What personal data do you collect and how?

We may collect and hold some or all of the personal data set out below, using the methods set out there. We do not collect any data relating to criminal convictions and/or offences.

Data collected	How we collect the data
Identity Information including name, title, date of birth, gender	provided by you, or by direct interaction with you, or via our website
Contact information including address, email address, telephone number	provided by you, or by direct interaction with you, or via our website
Payment information including: card details, bank account numbers, whether you are a tax payer	provided by you, or by direct interaction with you, or via our website
Data, including contact information, profile information, from publicly available sources and from the following third parties: referral agencies and organisations	received from publicly available sources and/or provided by a third party for example an event organiser or fundraiser
information needed from an applicant to become a volunteer	provided by you, or by direct interaction with you, or via our website

6. How do you use my personal data?

Under UK data protection legislation, we must always have a lawful basis for using personal data. The following table describes how we may use your personal data, and our lawful bases for doing so:

What we do	What data we use	Our lawful basis
Administering our charity.	name, email, phone number, post code and address, DOB	lawful basis (Constitution)
Managing our relationship with you, e.g. as a volunteer or employee.	name, email, phone number, post code and address, DOB (or age)	Relevant Contract
Supplying or receiving our services to you.	name, email, phone number, post code and address, DOB (or age)	Service Agreement (User or Provider)
Managing payments for our services or paying to service providers	name, email, bank details or bank card details, post code and address	Service Agreement (User or Provider)
Signing you up as a member	name, email	JotForm, website contact form, GoogleForm, Enrolment Sheet
Communicating with you, including where you enquire about us and our work, activities, volunteering, events	name, email, phone number	it is necessary for us to read and store your [email] message so that we can respond in the way that you would expect.
Supplying you with information about our work by email or post. (You may opt-out at any time by contacting us	name, email, phone number, post code and address	Consent. You have given your active permission or used any kind of our integrated online forms
Receiving a donation from you and claiming Gift Aid on your donations	name, email, phone number, post code and address, DOB, tax payer basic information	This is necessary for us to fulfil your intention of donating money and your expectation of a confirmation message

With your permission or where permitted by law, we may use your personal data for marketing purposes, which may include contacting you by email, telephone **or** text message **or** post with newsletters, fundraising appeals, campaigns, or other information or with information about our products or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the UK data protection legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

We will always obtain your express opt-in consent before sharing your personal data with third parties for marketing purposes (and we will tell you who they are), and you will be able to opt-out at any time.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or

those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in paragraph 11 below.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the data protection legislation and your legal rights.

7. How long will you keep my personal data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of data	How long we keep it
Identity Information including	24 months
Contact information including	18 months
Information including job title, profession	24 months
Financial transactions information including card details, bank account numbers	3 months

8. How and where do you store or transfer my personal data?

We will only store or transfer your personal data within the UK. This means that it will be fully protected under the data protection legislation.

Please contact us using the details below in paragraph 11 below for further information about the particular data protection mechanism[s] used by us when transferring your personal data to a country outside the UK.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- limiting access to your personal data to those employees, volunteers, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner’s Office where we are legally required to do so;

9. Do you share my personal data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exception[s].

If we merge any or all of our organisation or assets, your personal data may be transferred to another charity. Any such new owner of our charity may continue to use your personal data in the same way(s) that we have used it as specified in this Privacy

Notice.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in paragraph 8.]

10. How can I access my personal data?

If you want to know what personal data we hold about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a subject access request ("SAR").

All SARs should be made in writing and sent to the email or postal address shown in paragraph 11. To make it easier for us to respond to your request as quickly as possible, you may (but do not have to) use the SAR Form in the attached Schedule [a copy of which is available on request].

There is not normally any charge for a SAR. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your SAR within **21 days** and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. How do I contact you?

To contact us about anything to do with your personal data and data protection, including to make a SAR, please use the following details (for the attention of Ewelina Maria Chin- Data Protection Officer):

Email address: support@healedscars.uk.

Postal Address: Healed Scars, 70 Quakerfield, Stirling, FK7 8HZ, UK

12. Changes to this Privacy Notice

We may change this Privacy Notice from time to time.

Subject Access Request Form

Healed Scars Subject Access Request Form

Important Information

Healed Scars collects, holds, and processes certain personal data about its ("data subjects"). As a data subject, you have a legal right, under data protection legislation to find out about our use of your personal data as follows:

- Confirmation that your personal data is being processed by us;
- Access to your personal data;

- How we use your personal data and why;
- Details of any sharing or transfers of your personal data;
- How long we hold your personal data;
- Details of your rights under the data protection legislation including, but not limited to, your rights to withdraw your consent to our use of your personal data at any time and/or to object to our processing of it.

No fee is payable under normal circumstances. We reserve the right to charge a reasonable fee for subject access requests (“SARs”) that are manifestly unfounded, excessive, or repetitive. Such charges will be based only on the administrative cost that we will incur in order to respond.

Please complete the required information overleaf and return it to us by email **OR** [by post addressed to:

Ewelina Maria Chin (e.g. Data Protection Officer)>>

Email address: support@healedscars.uk.

Postal Address: Healed Scars, 70 Quakerfield, Stirling, FK7 8HZ, UK.

You do not have to use this SAR form and may instead write to us using the same contact details.

After receiving your SAR, we may contact you to request additional supporting information and/or proof of your identity. This helps us to safeguard your privacy and personal data.

We will respond to all SARs within one month of receipt and will aim to provide all required information to you within the same period. If we require more information from you, or if your request is unusually complicated, we may require more time and will inform you accordingly.

If you are making a SAR on someone else’s behalf, please contact <<insert name and position (e.g. Data Protection Officer)>> at <<insert contact details>> **before** making your request.

<p>HEALED SCARS Subject Access Request Form</p>

Your Details

Title:	
Forename(s):	
Surname:	
Address:	
Telephone Number:	
Email Address:	

Information Being Requested

Please provide specific details (along with any relevant dates) of the information being requested and any additional information that may help us to locate your personal data and to confirm your identity.

By completing this form, you are making a subject access request under data protection legislation for personal data collected, processed, and held about you by us that you are entitled to receive.

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Declaration

By signing below, **you confirm that you are the data subject named in this Subject Access Request Form.** You warrant that you are the individual named and will fully indemnify Healed Scars for all losses and expenses incurred if you are not. We cannot accept subject access requests in respect of your personal data from anyone else, including members of your family.

Name:	
Signature:	
Date:	