



Volunteer Friendly Privacy Policy

Volunteer Friendly knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. The site is managed and maintained by Volunteer Scotland.

This notice describes our privacy policy. By visiting www.volunteerfriendly.co.uk you are accepting and consenting to the practices described in this privacy notice.

Collecting your personal data

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation (GDPR).

Any personal data provided or to be gathered by www.volunteerfriendly.co.uk is controlled by Volunteer Scotland which you register your details with. Volunteer Scotland is the Data Controller.

When completing the contact form on www.volunteerfriendly.co.uk you are required to choose a **primary local authority area**. **Volunteer Scotland is working in partnership with TSI's/Volunteer Centres** to deliver this award and we will share data and contact details with the respective local authority area, for the sole purpose to support you to achieve Volunteer Friendly.

The Legal Basis and purpose of processing

The legal basis for processing your personal data is our 'legitimate interest'. Processing is necessary:

- for the administration of your Volunteer Friendly journey.
- to enable us to communicate with you about Volunteer Friendly.
- to enable us to monitor the uptake and organisations' experience of Volunteer Friendly.

Contacts will be added to the Data Controller's database, CRM systems and spreadsheets.

Sharing and use of your personal data

Information collected by Volunteer Scotland will be shared with:

- Local TSI/Volunteer Centre in order that they can carry out the assessment processes.
- Key partners may access your personal data for monitoring and evaluation purposes.
- for evaluation purposes, data may be shared with an external contractor.
- we do not envisage that your personal data will be transferred outside of the EU. We will notify you if this position changes.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the



original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Cookies

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 cookies to distinguish you from other users of the Site. This helps us to provide you with a good experience when you browse the Site and also allows us to improve the Site.

Log files

Like most standard Web site servers, we use log files. This includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyse trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for aggregate use. IP addresses, etc. are not linked to personally identifiable information.

Security

We have put in place measures to protect the security of your information. Details of these measures are available upon request.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Links

This website contains links to other sites. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of every website that collects personally identifiable information. This privacy statement applies solely to information collected by this website.



Updating/Deleting Personal Information

It is not possible to update or delete your information directly on this website. To do this you must contact Volunteer Scotland either by phone, email or letter, to request your information is deleted or updated.

We will keep your data until such time as your organisation's registration account is superseded by a more recent account, or until you ask for your account to be deleted.

Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights:

- your right to correct information we hold about you that you think is wrong or incorrect.
- your right to be informed about how we use your data.
- your right to request a restriction is placed on the processing of personal data.
- your right to object to our processing of your personal data.
- your right of access to the personal data which we hold about you.

your right to request that your personal data be erased, where it is no longer necessary for us to retain this.

Changes to this Privacy Policy

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

How to complain

Please contact the relevant Data Protection Officer in the first instance if you are unhappy about how we have used your personal information.

You have the right to complain to the Information Commissioners Office.

Postal addresses and contact details for ICO Offices can be found [here](#).

The ICO website address is <https://ico.org.uk/>

Contact Information

Finally, should you have an enquiry about any aspect of our Privacy notices please contact volunteerpractice@volunteerscotland.org.uk or call us on 01786 479 593.

