

Who Cares? Scotland: Donor & Fundraising Privacy Notice



EQUALITY | RESPECT | LOVE

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1. Background

Each and every one of us has control over our personal information.

Looking after your data securely is important to us.

We take our information management responsibilities very seriously and we safely and securely store all information. We will be open and transparent about the way we hold and use your information. All the data that we gather is managed in strict accordance with the General Data Protection Regulation (GDPR), The Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR).

These regulations are designed to protect and empower communities.

2. About Who Cares? Scotland

Who Cares? Scotland is a national voluntary organisation, working with people with care experience across Scotland. We also provide support to children and young people with Additional Support Needs and to those going through the Children's Hearing System. Our registered charity number is SC026076, and you can contact us at:

Who Cares? Scotland
40 Wellington Street
Glasgow
G2 6HJ

Tel: 0141 226 4441

Who Cares? Scotland's Evidence & Impact Manager holds data protection responsibilities. She can be contacted if there are any questions about this policy, with any specific questions about any individual's information, or if you wish to make a complaint. Her contact details are as follows: 0141 226 4441 or mydata@whocaresScotland.org.

If you feel that your data has not been handled correctly, or if you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling 0303 123 1113 or [online](#).

Who Cares? Scotland commits to collect the minimum amount of information we need to support you as a donor or fundraiser.

We do not make any decisions based on automated decision making. This means that no decisions will be taken regarding your information without people being involved. We do not make decisions electronically.

We explain our privacy approach to managing your personal information in the following sections.

3. Why do we need to process your personal information?

The generous and untiring efforts of our fundraisers and donors to help us secure [a lifetime of equality, respect and love for care experienced people](#), is never underestimated by us. Our fundraisers get involved in different activities throughout the year to raise funds for a better future for people with care experience in Scotland.

If you wish to donate or fundraise for us, we will support you every step of the way.

We may use your personal information to:

- Keep a record of our relationship
- Ensure we are contacting you in line with your preferences
- Inform you of our work and the different ways in which you can help
- Contact you to request your support (unless you have opted out of being contacted)
- Inform you about Who Cares? Scotland events or send you an invitation
- Ensure you are fully supported throughout your fundraising activity
- Process any donation you make
- Thank you for your support
- Let you know how your donation has contributed to our work

4. What personal information do we process about you?

We collect information about you directly from you.

We will only collect information that is relevant for us to support you in your fundraising activity. It is important therefore, that this information is correct and up to date.

The type of personal details you share with us might include your contact details, contact preferences, and credit card or bank details. These are all held securely.

5. Who might we share your information with?

We will never share your personal data with any third parties, apart from those authorised and contracted to act on our behalf – for example to process direct debits or to obtain Gift Aid. Whenever we authorise a third party to act on our behalf, that activity is bound by a contract which ensures your data is kept safe.

We might also share your information, with your permission, when a fundraising event is organised by a third-party organisation. We work exclusively with third-party suppliers who we have a contract with.

6. Storing your information safely and securely

Your information is private. We have a duty to keep it safe. We store your information on a secure computer system and our fundraising database (Donorfy). We may also hold some information about you on paper, but we ensure there are appropriate measures in place to guarantee this data remains secure.

Who Cares? Scotland has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused, or disclosed, and is not accessed except by its employees or staff in the performance of their duties.

Where Who Cares? Scotland engages third parties to process personal data on its behalf, they do so based on written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

7. What if your information changes?

If any of your personal or contact details change, it is important that you tell us straight away, so we have the most up-to-date information to communicate with you according to your preferences.

To do this, please email hello@whocaresscotland.org or contact the Fundraising Department directly.

8. How long will we retain your information?

In line with legislation, we will retain fundraising/donor records for six years after last donation, at which point we will delete such data.

9. Communicating with you

Being able to communicate with you is important, as it is only with your support that we will achieve our vision of *a lifetime of equality, respect, and love for care experienced people*.

You can indicate your marketing preferences when you donate or sign up for a fundraising event and you can change your communication preferences at any time or choose to stop hearing from us altogether.

We promise that we will only communicate with you in the way you wish us to, and we will always respect your privacy. You can change your mind at any time and it's quick and easy to let us know that you no longer want to hear from us by phoning 0141 226 4441; or emailing mydata@whocaresscotland.org; or by writing to us at the address below.

My Data
Who Cares? Scotland
40 Wellington Street
G2 6HJ

We will always respond to your wishes in a sensitive, timely and professional manner and we promise not to contact you more than necessary.

10. What the law says

The law says that we must:

- Collect and use your personal information fairly and lawfully

- Keep your information secure
- Respect the rights given to you through information laws which include rights that allow you to question, complain, correct, remove, and restrict the information held about you
- Make sure the information that we hold is adequate, relevant, accurate and up to date

The data protection laws also say we must have a valid lawful basis in order to process your personal information. Who Cares? Scotland will process your information on the lawful basis of legitimate interest. The legitimate interest is that we would not be able to facilitate your support for Who Cares? Scotland without processing your personal information. We rely on legitimate interest to contact you in ways that you have told us you prefer to be contacted.

We have carried out a Legitimate Interest Assessment (LIA) that shows that we use personal data proportionately, our use has minimal impact on privacy, and supporters would not be surprised or likely to object to receiving marketing information from us.

Your Right to See the Information We Hold About You

You are entitled to access a copy of the information we hold on you. We try our best to make sure that the data we are holding is always accurate. If you should change address or any other contact details, please do let us know so we can update our records accordingly.

If you want to see your records, you can contact mydata@whocaresScotland.org.