



# Privacy Policy

Privacy notices will be sent to all existing and new members, carers and volunteers. These will include the relevant section of this policy. A notice will also be included on our website.

Interest Link is a Data Controller under the General Data Protection Regulation.

If you wish to discuss anything relating to privacy and data protection, please contact Andrew Findlay, Interest Link Borders, Volunteer Hall, Langtongate, Duns TD11 3AF [andrewfindlay@interestlink.org.uk](mailto:andrewfindlay@interestlink.org.uk) 01573 410760 or 07785 734992.

## **1. Members and carers**

We collect personal information from members (including health information) and their carers mainly through written forms such as the Request for Service form, Risk Assessment form and (in some cases) Medical Protocol and Consent forms.

We use your information to assess requests for service and to ensure we can provide our befriending service safely and effectively.

With your consent, we may gather information about you from care professionals and may share some of your information with them and relevant volunteers.

When we report to funders, produce publicity and evaluation material and post content on our website or on social media we may include members' and carers' names and photographs if they have given consent.

We keep your forms and file safely in a locked filing cabinet. The minimum amount of information is stored on computer and it is securely password-protected and encrypted.

We keep hard copy and computer records for 6 years after a member leaves our service, but you have the right to see your information and have it corrected at any time during or after your involvement with us.

If you have a question or complaint about our use of your information (or any other aspect of our service), please contact the Project Co-ordinator (details above) or your Branch Co-ordinator, or use the complaints policy and form on our website.

## **2. Volunteers**

We collect personal information from and about volunteers, mainly through written forms such as the Application form, Reference forms, PVG application form, Risk Assessment and Consent Forms.

We use your information to make recruitment decisions and to ensure we can provide our befriending service safely and effectively.

Your PVG information is shared with Disclosure Scotland as part of the application process. However we will not keep any of the information provided for your PVG application or any information we receive in your PVG Scheme Record (apart from your Scheme & Record Number and the date it was issued).

When we report to funders, produce publicity and evaluation material and post content on our website or on social media we may include your name and photograph if you have given consent in advance.

We keep your forms and file safely in a locked filing cabinet. The minimum amount of information is stored on computer and it is securely password-protected and encrypted.

We keep hard copy and computer records for 6 years after a volunteer leaves our service, but you have the right to see your information and have it corrected at any time.

If you have a complaint about our use of your information (or any other aspect of our service), please contact us using the details given on this policy or by using the complaints policy and form on our website.

### **3. Staff**

We collect personal information from and about staff mainly through written forms, such as the Application form, New Member of Staff form, Reference forms and PVG application form.

We use your information to make recruitment decisions and administer the organisation.

We keep your forms and file safely in a locked filing cabinet. The minimum amount of information is stored on computer and it is securely password-protected and encrypted.

When we report to funders, produce publicity and evaluation material and post content on our website or on social media we may include your name and photograph if you have given consent in advance.

We will share your personal data with third party processors for payroll and pensions purposes.

We keep hard copy and electronic files for 6 years after a staff member leaves the organisation. Some information, such as pension details, are kept for longer to comply with legal requirements. You have the right to see your information and have it corrected at any time.

If you have a complaint about our use of your information (or any other aspect of our service), please contact us using the details given on this policy or by using the complaints policy and form on our website.

#### **4. Website users**

Our website is a way of reaching potential members (& their carers), potential volunteers and anyone who wants to find out more about us or contact us. It also gives funders and potential funders easy access to our evaluation material and enables existing members and volunteers to view the films they have made with us.

Our website does not use cookies, collect any personal data about visitors or share information with any third-party services. However our web hosting company collects anonymous data about the numbers of visitors to the site.

#### **5. Third Parties**

Personal data may be shared with third parties (such as Disclosure Services and payroll agents) if:

- Sharing the personal data is compatible with the privacy notice provided to the data subject and, if required, the data subject's consent has been obtained.
- They have a need to know the information for the purposes of providing their service.
- They have provided us with a privacy policy which describes how they will use the personal data and satisfies the General Data Protection Regulation and the Data Protection Act 2018.

#### **6. Subject Access Requests**

You have the right to see what personal information we hold about you. You are entitled to be given confirmation as to whether we hold or process your personal information, and if so you are entitled to access all your personal information as well as details of:

- The purposes for which we process your personal data.
- The categories of your personal data we process.
- The recipients, or categories or recipient to whom personal data has been or will be disclosed.
- How long we expect to store your data.
- Where you did not give us the personal data, the source from which we collected the personal data; and
- Whether we use any automated decision making in relation to the processing of your personal data.

You are entitled to have any mistakes in your personal data rectified, and to have the data deleted if you would no longer like us to store or process your personal data, or to request restriction of our processing of your personal data.