GDPR PRIVACY POLICY



**GDPR Privacy Policy**

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# Overview

This privacy notice tells you about the information we collect from you when you engage with Stirlingshire Voluntary Enterprise whether you are from a third sector organisation, a partner or are seeking a volunteer opportunity with a third sector organisation in Stirling (excluding SVE). A separate Privacy Policy describes the data we hold for our employees, prospective employees and SVE Volunteers. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

## Who are we?

We are Stirlingshire Voluntary Enterprise Ltd a company limited by guarantee SC387876 and a registered Scottish Charity SC041875.

You can contact us: info@sventerprise.org.uk

Cameron House, Forthside Way, Stirling FK8 1QZ

01786 430000

## What data do we collect?

We collect data from you when you engage with us for services related to support for your organisation, or to find a volunteering opportunity. The data collected is different and is dealt separately within Organisation Data, and Volunteer Data. We may also collect data from you if you attend an SVE training course or event, in these cases we will only use this data for the purpose of your attendance on the day, after which your data will be destroyed.

## Your rights over your information

SVE would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request SVE for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** – You have the right to request that SVE correct any information you believe is inaccurate. You also have the right to request SVE to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that SVE erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that SVE restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to SVE’s processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that SVE transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. You can also ask us to:

* delete the information we hold about you
* give you a copy of this information
* stop using your information for a period of time if you believe we are not doing so lawfully

Requests about the information held about you should be submitted to SVE’s Data Protection Officer Natalie Masterson by using the contact address above.

## Your right to complain

If you have a complaint about our use of your information, you should first contact SVE’s Data Protection Officer Natalie Masterson. If you are not satisfied by the outcome you can contact the Information Commissioner’s Office via their website at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).

## Changes to our privacy policy

SVE keeps its privacy policy under regular review and places any updates on our website. This privacy policy was last updated on 24th February 2020.

# Organisation Data

This privacy notice tells you about the information we collect from you when you engage with Stirlingshire Voluntary Enterprise for the purposes of receiving support for a third sector organisation you are aligned to, becoming a member of SVE or acting as a partner to SVE.

SVE recognise that in the majority of cases the above data collection would not qualify as personal data, however in limited cases some organisations use personal contact details for third sector organisations and for this reason we would like to be clear with you how we collect and use your data.

In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

When you register your organisation with SVE for the purposes of support we ask you for your consent to allow us to use any personal data for the reasons stated below. We collect data from you on the lawful basis of your explicit consent to process this data for the purposes of offering you information on third sector organisational support.

## What personal data do we collect about you?

When you register for organisational support we ask you for your;

* Organisation Name
* Organisation Address
* Contact information
  + name,
  + telephone number, mobile phone number,
  + email address

## Why do we collect this information about you?

The information you have provided us with will help us to;

* Provide services as the third sector interface to third sector organisations in Stirling,
* Publicise the work of the third sector in Stirling and encourage others to access third sector services, and keep you up to date with information and services relevant to your organisation.
* Keep up to date and accurate records of the organisations we engage with as part of our work with the local community and voluntary sector.
* Help you to stay up to date with relevant news and information through the SVE e-Bulletins

If you choose not to consent to provide this information to us, then we might not be able to offer our services to your organisation.

## What do we do with your information?

Your information is stored in the Milo database for the third sector interface network in Scotland. Milo is operated on the Salesforce platform and managed for us by Scottish Council for Voluntary Organisations (SCVO), acting as a data processor. You can find out more about SCVO at their website: [www.scvo.org.uk](http://www.scvo.org.uk). Your data may be shared with named third party service providers to process and store user data. We currently utilise this service from Mailchimp ([privacy policy](https://mailchimp.com/legal/privacy/)) and Google ([privacy policy](https://policies.google.com/privacy?hl=en-GB&gl=uk)) for the purposes of e-bulletins and surveys respectively.

Your organisational data is published openly on the internet, for use in service directories, unless you choose for the information not to be published. If you indicate your contact details are personal, we will ask for your express consent to publish this data.

We may also contact you to seek your consent to be contacted about other communications and marketing that we think may be of interest to you.

In limited circumstances we may be required to share your data without your consent, where we are legally required to do so.

## How long do we keep your information for?

We will keep your full information for three years after your last interaction with us. We may contact you at this time to ask if you would like to remain on our data system for further organisational support opportunities for a further three year period.

# Volunteer Data

This privacy notice tells you about the information we collect from you when you engage with Stirlingshire Voluntary Enterprise for the purposes of finding a volunteer opportunity. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

When you register to receive information on volunteer opportunities (either via the online registration form OR by completing the paper registration form) we ask you for your consent to allow us to use your personal data for the reasons stated below. We collect data from you on the lawful basis of your explicit consent to process this data for the purposes of offering you information on volunteer opportunities.

## What personal data do we collect about you?

When you register for information on volunteer opportunities we ask you for your;

* Contact information
  + Name,
  + Date of birth,
  + Address,
  + Telephone number, mobile phone number,
  + Email address
* Employment status
* Support needs (including disability)
* Emergency contact
* Reasons for volunteering
* Demographic data (for monitoring purposes only)
* Gender
* Ethnicity

## Why do we collect personal data about you?

The information you have provided us with will help us try to find you a volunteering opportunity best suited to your personal circumstances.

* Contact information - we hold this data to contact you about volunteering opportunities that meet your stated interests.
* Employment status - we hold this data as this information helps to inform the volunteering you may be able to do.
* Support needs (including disability) - we hold this data to offer suitable volunteering opportunities for you
* Demographic data - this data is for monitoring purposes only and improve the quality of our services. Certain information you provide us with, e.g. postcode, gender, ethnicity, status, age, disability etc., may be disclosed to our funders, or in our Annual Report, but only in the form of statistics and not in any way that identifies you.

If you choose not to consent to providing this information to us then we may not be able to support you to seek volunteer opportunities.

## What do we do with your information?

Your information is stored in the Milo database for the third sector interface network in Scotland. Milo is operated on the Salesforce platform and managed for us by Scottish Council for Voluntary Organisations (SCVO), acting as a data processor. You can find out more about SCVO at their website: [www.scvo.org.uk](http://www.scvo.org.uk). Your data may be shared with named third party service providers to process and store user data. We currently utilise this service from Mailchimp ([privacy policy](https://mailchimp.com/legal/privacy/)) and Google ([privacy policy](https://policies.google.com/privacy?hl=en-GB&gl=uk)) for the purposes of e-bulletins and surveys respectively.

We will hold this information for the purposes of supporting you to find a volunteer opportunity including using your data for the following purposes;

* Contacting you to advise you on volunteer opportunities
* Add it to our data and customer management system - so that we can easily keep your information up to date and can easily contact you about your volunteering, if we need to. This system is only accessible to licensed TSI users,
* Include it in anonymous statistical analysis about volunteering. Doing this will help us to plan how we can better promote and deliver volunteering support in your area.
* (With your agreement) add you to a volunteer e-bulletin to promote volunteer opportunities you may like to take part in.

We may also contact you to seek your consent to be contacted about other communications and marketing that we think may be of interest to you.

## How long do we keep your information for?

We will keep your full information for three years after your last contact with us. We may contact you at this time to ask if you would like to remain on our data system for further volunteering opportunities, at which point we will continue to contact you on a three yearly basis for your ongoing consent.

# Your Data and Our Website

## Your data and Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. For further information, visit allaboutcookies.org.

## How do we use cookies?

SVE uses cookies in a range of ways to improve your experience on our website, including:

* Understanding how you use our website

## What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

* Functionality - SVE uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
* Advertising - SVE uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. SVE sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

## How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## Privacy policies of other websites

The SVE website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.