

Privacy Policy

Who we are

We are a charity called PKAVS (Perth & Kinross Association of Voluntary Service Ltd.). We are registered with OSCR, the Scottish Charity Regulator, number SC 005561, and are also a Scottish Company Limited by Guarantee, number SC 86065.

We have made a commitment to protecting your personal information with respect and to protecting it at all times. It is our aim to ensure that your details are processed in a fair, open, and transparent way.

For the purposes of EU General Data Protection Regulation 2016/679 (“Data Protection Law”) we are the “controller” of your personal data. This means that we are responsible for, and control the processing of, your personal information.

For more details about how we process personal information about you, your rights, and the measures we take to protect your details, please contact our Data Protection Officer by:

- Writing to PKAVS, The Gateway, North Methven Street, Perth, PH1 5PP
- Calling 01738 567076
- Or emailing admin@pkavs.org.uk

How we collect information about you

How we collect information about you is largely guided by why we are collecting it. Our primary reasons for requesting your personal information are:

- To provide you with a service that is in-line with the objectives of the charity. These mainly cover our services covering support for unpaid carers, minority ethnic community members, those recovering from mental ill-health, the Third Sector, volunteers, and Shopmobility users.
- To keep you up-to-date with news and developments about our charity and the services it provides.
- To let you know how you can support PKAVS through campaigns, donations, and fundraising.
- If we enter into a contract or legal arrangement with you and that information is required to fulfil the work.

Some of the ways we collect personal information about you are:

When you interact with us directly: This could be where you get in touch with us to ask about what services we can offer, how we can help you, how you can support us, or if we can signpost and provide advice. This might be by emailing us, calling us directly, writing to us, contacting us through our websites or social media, or any other methods which would be categorised as direct contact.

When you interact with a partner who we work closely with: This could be when you are in contact with a statutory organisation (such as Perth & Kinross Council) that refers you to ourselves.

When you interact with us through third parties: This could be if you provide a donation through a third party such as Just Giving or one of the other third parties that we work with and provide your consent for your personal information to be shared with us.

When you visit our websites: We gather general information which might include which pages you visit most often and which services, events, or information is of most interest to you. We also use "cookies" to help our site run effectively. You can read more about how we use "cookies" below. Wherever possible we use anonymous information which does not identify individual visitors to our website.

Information we collect and why we use it

The Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number, as well as information you provide in any communications between us.

We will mainly use this information:

- To plan and coordinate the support services that we offer to you.
- To determine how we are best placed to support you and what other services might be helpful
- To process any donations or other payments, to claim Gift Aid on your donations, and to verify any financial transactions.
- To provide the services or goods that you have requested.
- To keep a record of your relationship with us.
- Where you volunteer with us, to manage this relationship and ensure that appropriate checks can be carried out.

If you do not provide this information, the support we can provide will be limited, we will not be able to process donations, sign you up for particular events, or provide goods and services you have requested.

We may also use your personal information:

- To contact you about our work and how you can support PKAVS in the future.
- To invite you to participate in surveys or research.

A note about Special Categories of information

GDPR recognises that some categories of personal information is more sensitive and classifies this as special category personal data. This sensitive information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation, or religious beliefs.

If you provide us with special categories of personal information we will only

- Use it to provide you with support that requires the collection of this information in order to be performed at a personal level.
- Use the information ourselves and will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples of this might be when we felt you were at significant risk of harm or were posing a threat to others. Or where we were concerned that children or vulnerable adults might be at risk of harm, abuse, or exploitation.
- Share your information publicly only when you have given us your explicit consent, such as in a newsletter or website story.

Legal basis for using your information

When we process your personal information we will always have identified a “lawful” reason for doing so. Depending on why we need to process the information, the “lawful” basis will vary. Some of the reasons we may use are:

Consent

In this case we will have told you what information we are collecting and why we are processing it. We will ask for you to agree to let us do this by signing a consent form.

Public Interest

We would use this basis when we are carrying out work in the public interest that is supported by a piece of legislation. An example of this could be work carried out to implement the Carers (Scotland) Act.

Legitimate Interest

This means that the reason that we are processing your information is because there is a legitimate interest for PKAVS to process your details to help us to achieve our charitable objectives. When we use this basis we will have performed a ‘balancing test’ to ensure that your rights and interests are protected.

Legal Obligation

We will use this reason if we need to process personal data to comply with common law or a statutory obligation. An example of this would be holding Gift Aid information for a minimum number of years.

Contract

We would use this basis to fulfil contractual obligations.

To process special category data we also need to identify an additional basis. As a charity we refer to Article (9) (d) of the GDPR as the condition.

Marketing

We will only contact you about our work and how you can support PKAVS by phone, post, email or text message, if you have agreed for us to contact you in this manner.

Different Hubs and services within PKAVS may get in contact with you to let you know about their work and how you can support them. If you would like to stop receiving these please get in touch with the relevant part of PKAVS.

If you would like to receive NO future correspondence from PKAVS relating to marketing and updates then please email admin@pkavs.org.uk stating your request and we will work to remove you from all distribution lists.

If you receive emails from PKAVS that have been sent to supporters/subscribers there should be a link at the bottom of the email to help you unsubscribe.

Sharing your information

The information that we collect will be used by PKAVS staff and volunteers to support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

PKAVS may share your information with trusted partners and suppliers who work with us on or on our behalf to deliver our services, but processing of this information is always carried out under our instruction.

We enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); or, in order to enforce our conditions of sale and other agreements.

8. Keeping your information safe

We take looking after your information very seriously. We have robust technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction, and loss.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that websites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites.

How long we hold your information for

We have created retention guidelines for all the personal information that we hold. The periods set are based on what we feel is safe and reasonable and will allow us to perform the task that we have collected the information for.

Where we still require to hold your information after a period, we will attempt to minimise and archive it as appropriate.

Some types of data will need to be kept for a set period of time as set out by law/regulations.

The protection and security of your personal information will be paramount when we set retention periods.

Your rights

Depending on the legal basis for processing your information you have specific rights surrounding the personal data that is held about you. These are set out below.

If you would like to exercise any of these rights or to make a complaint relating to your information processing please get in touch with PKAVS Data Protection Officer

By writing to PKAVS, The Gateway, North Methven Street, Perth, PH1 5PP

Calling 01738 567076

Or emailing admin@pkavs.org.uk

You can also make a complaint to the UK's data protection supervisory authority, the Information Commissioner's Office, at www.ico.org.uk

Your rights:

- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a reasonable request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.
- **Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted above, providing details of your objection.
- **Consent:** If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.
- **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.
- **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.
- **Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
- **No automated-decision making:** Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out any automated decision-making.

Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

Cookies

As you use our websites we may automatically collect technical data about your equipment, browsing actions, and usage patterns.

We collect this data by using cookies, server logs, and similar technologies. We may use cookies to record your visit to www.pkavs.org.uk, www.pkavscarershut.org.uk, and www.thirdsectorpk.org.uk in order to:

- Ensure that content from the sites is presented in the most effective manner for you and for your computer.
- Allow you to participate in interactive features of our service, when you choose to do so.
- Protect the integrity of servers to protect the websites and other visitors.

All information provided through our websites is stored on secure, encrypted servers within the EEA. All transactions are encrypted using SSL technology.