



Involving you to improve
health and social care

Privacy Policy

Borders Care Voice is committed to protecting your personal information and being transparent about what we do with it.

This applies if you want to work with us, join as a member, volunteer with us, donate, use our training and services, want information or want to learn more about what we do.

We are committed to using your personal information in accordance with our responsibilities. We are required to provide you with the information in this Privacy Policy under applicable law which includes:

- the Data Protection Act 1998, which will be replaced by the General Data Protection Regulation (EU) 2016/679 from 25 May 2018
- the Privacy and Electronic Communications (EC Directive) Regulations 2003.

We won't do anything with your information you wouldn't reasonably expect.

Processing of your personal information is carried out by Borders Care Voice, registered as a Charity in Scotland, No SC043731.

This policy, together with our website terms and conditions and our cookies policy tells you about how we collect, use and protect your personal information.

If you have any queries about our Privacy Policy, please get in touch with us at admin@borderscarevoice.org.uk, tel. 01896 757290.

How and when we collect information about you

When you directly give us information

We may collect and store information about you when you interact with us. For example, this could be when you:

- join as a member
- register for or attend an event or training course
- tell us your story
- campaign with us
- direct message us on our social media channels
- sign up for our communication channels
- register to our specialist online platforms
- submit an enquiry online, by email or by post
- give us feedback
- make a complaint
- apply for a job
- apply to volunteer
- enter into a contract with us.

When you indirectly give us information

When you interact with us on social media platforms such as Facebook or Twitter, we may also obtain some personal information about you. The information we receive will depend on the privacy preferences you have set on each platform and the privacy policies of each platform. To change your settings on these platforms, please refer to their privacy policies.

We may obtain information about your visit to our website, for example the pages you visit and how you navigate the site, by using cookies. Please visit our [cookies policy](#) for information on this.

What information we might collect

When you engage with us by phone, mail, in person or online, we may collect information about you (referred to in this Privacy Policy as 'personal information'). This may include your name, address, email address, telephone number, date of birth, social media handle, job title and details of your education and career, why you are interested in Borders Care Voice and other information relating to you personally which you may choose to give us.

Data protection law recognises that certain types of personal information are more sensitive. This is known as 'sensitive' or 'special category' personal information and covers information revealing racial or ethnic origin, religious or philosophical beliefs and political opinions, trade union membership, genetic or biometric data, information concerning health or data concerning a person's sex life or sexual orientation.

Sensitive information will only be collected where necessary, for example, we may need to collect health information from you when you register to deliver a service as a volunteer or member of staff. Clear notices will be provided at the time we collect this information, stating what information is needed, and why.

With your explicit consent, we may also collect sensitive personal information if you choose to tell us about your experiences relating to your service user or carer experience for use in a case study.

How and why we use your information

We will use your personal information for the following purposes:

- Responding to a request: If you contact us with a query, we may use your personal information to provide you with a response.
- Direct marketing: We will only send you marketing information by email, post or phone if you have given us specific consent. If you withdraw your consent and then subsequently opt in to receive marketing information again, then your most recent preference may supersede. You can opt out of at any time by unsubscribing to our electronic newsletter or contacting us at:

Phone: 01896 757290

Email: admin@borderscarevoice.org.uk

Post: Borders Care Voice, Triest House, Bridge Street, Galashiels TD1 1SW

- Monitoring and evaluation: We may use your information in order to improve current and future delivery of our work, eg, our training programme or our information and support services.
- Processing an application to work with us: We may process your information if you send or fill in an application form or send us your CV or details in respect of an opportunity to work with us in order to evaluate your suitability and respond to you.
- Transactional purposes: We will need to use your personal information in order to carry out our obligations arising from any contracts entered into between you and us for products or services, for example, processing your order and payment for a product online from our website.
- Administration: We may use your personal information to record and deal with a complaint, record a request not to receive further marketing information, record what our volunteers have done for us, and for other essential internal record keeping purposes.
- Protecting your vital interests: We may process your personal information where we reasonably think that there is a risk of serious harm or abuse to you or someone else.
- Research and surveys: We may invite you to participate in surveys eg. our annual Providers' Survey or research to help us improve our strategic development, website, information and support services. Participation is always voluntary, and no individuals will be identified as a result of this research, unless you consent to us publishing your feedback.

- **Legal, regulatory and tax compliance:** When we are subject to a legal obligation, we may process your personal information to fulfil that obligation.
- **Profiling and analysis:** We may occasionally for the purposes of our legitimate interests use your personal information to conduct profiling of our members, potential members or volunteers. This will help us target communications in a more focused, efficient and cost-effective way, helping us reduce the chances of members, potential members and volunteers receiving inappropriate or irrelevant communications. You can object to such use of your personal information for profiling at any time by contacting us at the details set out at the end of this Privacy Policy.

Ethical screening and minimising risk

As a registered charity, we are subject to a number of legal and regulatory obligations and standards. The public naturally expect charities to operate in an ethical manner and this is integral to developing high levels of trust and demonstrating our integrity.

This means that we may carry out appropriate due diligence of donors, check donations and implement robust financial controls to help protect the charity from abuse, fraud and/or money laundering.

We may also ethically screen members to minimise risk of creating an association with an individual or group that conflicts with our ethos.

Who do we share your information with?

We will only use your information for the purposes for which it was obtained. We will not, under any circumstances, sell or share your personal information with any third party for their own purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us.

We will only share your data for the following purposes:

- **Third party suppliers:** We may need to share your information with data hosting providers or service providers who help us to deliver our services, projects, or activities. These providers will only act under our instruction and are subject to pre-contract scrutiny and contractual obligations containing strict data protection clauses.
- **Where legally required:** We will comply with requests where disclosure is required by law, for example, we may disclose your personal information to the government for tax investigation purposes, or to law enforcement agencies for the prevention and detection of crime. We may also share your information with the emergency services if we reasonably think there is a risk of serious harm or abuse to you or someone else.

We always aim to ensure that personal information is only used by those third parties for lawful purposes in accordance with this Privacy Policy.

How we protect your information

We use technical and corporate organisational safeguards to ensure that your personal information is secure. We limit access to information on a need-to-know basis and take appropriate measures to ensure that our people are aware that such information is only used in accordance with this Privacy Policy.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

Our network is protected and routinely monitored.

Vulnerable circumstances

We understand that additional care may be needed when we collect and process the personal information of vulnerable members and volunteers. In recognition of this, we observe good practice guideline in our interactions with vulnerable people.

How long will we keep your information?

We will keep your personal information in respect of financial transactions for as long as the law requires us to for tax or accounting purposes (which may be up to six years after a particular transaction).

If you request that we stop processing your personal information for the purpose of marketing, we may in some instances need to add your details to a suppression file to enable us to comply with your request not to be contacted.

In respect of other personal information, we will retain it for no longer than necessary for the purposes for which it was collected, taking into account guidance issued by the Information Commissioner's Office.

International transfers of information

We may, on occasion decide to use the services of a supplier outside the European Economic Area (EEA), which means that your personal information is transferred, processed and stored outside the EEA. You should be aware that, in general, legal protection for personal information in countries outside the EEA may not be equivalent to the level of protection provided in the EEA.

However, we take steps to put in place suitable safeguards to protect your personal information when processed by the supplier such as entering into the European Commission approved standard contractual clauses. By submitting your personal information to us you agree to this transfer, storing or processing at a location outside the EEA.

Your rights to your personal information

Data protection legislation gives you the right to request access to personal information about you which is processed by Borders Care Voice, and to have any inaccuracies corrected.

You also have the right to ask us to erase your personal information, ask us to restrict our processing of your personal information or to object to our processing of your personal information.

Please also provide any additional information that is relevant to the nature of your contact with us, as this will help us to locate your records.

You can send us the documents via post to:

Data Protection Advisor
Borders Care Voice, Triest House, Bridge Street, Galashiels TD1 1SW

Alternatively, email a copy of the form along with scans or photos of your two forms of identification to: admin@borderscarevoice.org.uk

We will respond within 30 days, on receipt of your written request and copies of your identification documents.

How to make a complaint or raise a concern

If you would like more information, have any questions about this policy, want to make a formal complaint about our approach to data protection or raise privacy concerns please contact us by:

Phone: 01896 757290

Email: admin@borderscarevoice.org.uk

Post: Borders Care Voice, Triest House, Bridge Street, Galashiels TD1 1SW

If you would like to make a complaint in relation to how we have handled your personal information, please follow **our complaints procedure**. If you are not happy with the response you receive, then you can raise your concern with the relevant statutory body:

Information Commissioner's Office
Scottish Information Commissioner,
Kinburn Castle,
Doubledykes Road,
St Andrews, Fife
KY16 9DS

Or you can [visit their website](#).

Changes to our Privacy Policy

Our Privacy Policy may change from time to time, so please check this page occasionally to see if we have included any updates or changes, and that you are happy with them.

(Last updated: 23rd May 2018)