



Deafblind Scotland Privacy Notice (General Data Protection Regulation 2018)

Introduction

This document refers to personal data, which is defined as information concerning any living person (the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) is there to protect the rights of data subjects. These rights include keeping safe all personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU. It should be noted that GDPR does not apply to information already in the public domain.

Personal Data

Deafblind Scotland uses the information collected from you to provide services and information. By becoming a member and or service user you consent to Deafblind Scotland keeping in touch with you until you either opt out (which you can do at any stage) or you decide to stop using our services. Deafblind Scotland also acts on behalf of its clients or funders in the capacity of data processor. When working exclusively as a data processor, Deafblind Scotland will be acting on the instruction of its client or funder, and will work hard to ensure that the client or funder is fully GDPR compliant.

Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses. Deafblind Scotland may from time to time use such information to identify visitors to the website. Deafblind Scotland may also collect statistics about the behavior of visitors to its website.

Deafblind Scotland's website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. WordPress.org uses cookies to help Deafblind Scotland identify and track visitors and their website access preferences. Deafblind Scotland website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Deafblind Scotland's website.

Any information Deafblind Scotland holds about you encompasses all the details we hold about you and any support information including any third-party information we have obtained about you from public bodies such as referral information.

Deafblind Scotland will only collect the information needed so that it can provide you with information and or services, Deafblind Scotland does not sell or broker your data.

Reviewed Date: July 2024

Next Review: July 2027 or earlier if required.

Legal basis for processing any personal data

To meet Deafblind Scotland's obligations; as a registered charity and registered service provider, to meet our regulator and contractor requirements.

Legitimate interests pursued by Deafblind Scotland

To pursue the articles of association as outlined in our memorandum and articles "A society in which deafblind people have the permanent support and recognition necessary to be equal citizens" and to promote the services offered by Deafblind Scotland.

Consent

Through agreeing to this privacy notice you are consenting to Deafblind Scotland processing your personal data for the purposes outlined. You can withdraw consent at any time by emailing info@dbscotland.org.uk or writing to us, see last section for full contact details.

Disclosure

Deafblind Scotland do not pass on information about you without your consent. However, Deafblind Scotland may disclose your Personal Information to meet legal obligations, regulations or valid governmental request, or to protect against imminent harm to the rights, property or safety of Deafblind Scotland, its clients and/or the wider community.

Retention Policy

Deafblind Scotland will process personal data during the duration of any contract and will continue to store only the personal data needed for seven years after the contract has expired to meet any legal obligations. After five years any personal data not needed will be deleted.

Data storage

Data is held in the UK using different (multiple) servers. Deafblind Scotland does not store personal data outside the EEA.

Your rights as a data subject

At any point whilst Deafblind Scotland is in possession of or processing your personal data, all data subjects have the following rights:

- **Right of access** – you have the right to request a copy of the information that we hold about you.
- **Right of rectification** – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- **Right to be forgotten** – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- **Right to restriction of processing** – where certain conditions apply you have a right to restrict the processing.
- **Right of portability** – you have the right to have the data we hold about you transferred to another organisation.

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- **Right to object** – you have the right to object to certain types of processing such as direct marketing.
- **Right to object to automated processing, including profiling** – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that Deafblind Scotland refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge.

Deafblind Scotland at your request can confirm what information it holds about you and how it is processed.

You can request the following information:

- Identity and the contact details of the person or organisation (Deafblind Scotland) that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Deafblind Scotland or a third party such as one of its clients, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (Data Protection Regulator).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

To access what personal data is held, identification will be required

Deafblind Scotland will accept the following forms of ID when information on your personal data is requested: a copy of your national ID card, driving license, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If Deafblind Scotland is dissatisfied with the quality, further information may be sought before personal data can be released.

All requests should be made to info@dbscotland.org.uk or by phoning 0141 777 6111 or writing to us at the address further below.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Deafblind Scotland, you have the right to complain to Deafblind Scotland's CEO. If you do not get a response within 30 days you can complain to the Data Protection Regulator.

The details for each of these contacts are:

Deafblind Scotland
Attention of the CEO
1 Neasham Drive
Kirkintilloch
G66 3FA.
Telephone 0141 777 6111 or email info@dbscotland.org.uk

Data Protection Regulator
Information Commissioner's Office
45 Melville Street
Edinburgh
EH3 7HL
Tel 0303 123 1115 or Email: scotland@ico.org.uk

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