

# Callander Community Development Trust

## Privacy Policy and Practice

### Policy

We are totally committed to protecting your information and using it responsibly. Please read our policy carefully to understand how we collect, use and store your information.

### Our contact details

Callander Community Development Trust

Registered Address: 55 Main Street, Callander, Scotland FK17 8DX

Company Number SC249970

Scottish Charity Number SCO34462

secretary@callandercdt.org.uk

www.incallander.co.uk/ccdt\_home

For data protection matters please contact

Sharon Bell: membership@callandercdt.org.uk

### The type of information we hold

The information collected at the time you subscribed and subsequent information that you may provide us with in the future. We currently collect and process the following information: Title, First name, Surname, address, telephone number, email address, volunteering and project interest.

### How we get the information and why we keep it

We will collect your data via your application form on the Incallander.co.uk website

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

a) Your consent. You are able to remove your consent at any time. You can do this by contacting membership@callandercdt.org.uk

(b) We have a legitimate interest.

### Legitimate Interest Assessment

The objectives of Callander Community Development Trust (CCDT) include 'To raise funds and take forward projects to benefit Callander'

'With the help and support of community volunteers'.

We do this by offering membership of our organisation. It is in our legitimate interest to collect and store personal information from our members in order to provide the updates associated with this membership.

These services include;

Information on volunteering opportunities and project updates

Providing our CCDT members with minutes of meetings and updates on projects and community events.

Promoting and protecting the collective interests of the members

Membership is via a membership application form on the CCDT website.

We believe that members have given us their personal information expecting CCDT to use their data in the way described above when they join our organisation. In our Privacy Policy we explain how we use their data and how we provide them with a way of objecting and having their data deleted if they wish.

## What we do with the information

We will only use your information where we have a legal basis to do so and will always respect your rights. We will use your data to keep you informed of the CCDT activities in the community. We may contact you for feedback or to take part in questionnaires to solicit your opinion and or support.

Unless we specify otherwise, we use your information because we consider we have a legitimate interest to do so. Where we do rely on a legitimate interest to use your information, we will always ensure that this is done in a way so as not to be intrusive or cause distress, and that respects your rights. Other reasons may include using information because you have consented to our doing so, we have a legal obligation to do so, or because we have to fulfil contractual obligations.

**Some examples of how we use your information can be found below.**

You have given us your consent to use the information for a specified purpose, such as sending you information.

We have a legal obligation to use your information, for example to claim Gift Aid

### In what circumstances?

We are using your information in pursuit of a legitimate interest

To pursue our charitable purpose to deliver our mission and vision

To raise vital funds for our work

To ensure we meet our regulatory requirements as a charity

To manage our ongoing relationship with our supporters, service users and anyone we work with

To manage our financial transactions and prevent fraud

From the information provided by yourself and your indicated areas of interest, we may share your details with parts of the CCDT organisation responsible for looking after volunteers. Only minimal contact information will be shared – such as your name and email address. Information gathered via the membership application form will be held in a secure password protected Database.

As a general rule, we will hold your information for a period of up to seven years from the end of your relationship with the charity in accordance with our data retention policy. In some circumstances, this will be shorter. If you would like to know how long we will hold any specific information, then please contact us and we can provide further details.

## Your data protection rights

Under the Data Protection Act 2018 you have the following rights:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [membership@callandercdt.org.uk](mailto:membership@callandercdt.org.uk) if you wish to make a request.

## How to complain

If you have any complaints about how we handle your personal data, please contact us so we can resolve the issue, where possible. You also have the right to lodge a complaint about any use of your information with the [Information Commissioners Office](#), the UK data protection regulator. Where you have a complaint about the way in which we have used your personal information in our fundraising, you can also complain to the [Scottish Fundraising Standards Panel](#).