



Personal data privacy statement

Voluntary Health Scotland takes your privacy seriously and we are committed to complying with the requirements of UK general data protection regulation. This personal data privacy statement to inform you about your rights and how we use your data.

Your personal data

We collect, hold and process personal data about active/prospective/former members of VHS; customers, service users (including users of our website), suppliers, partners, business contacts, staff and trustees.

We may collect equality, diversity and inclusion data from our employees, applicants for vacancies, volunteers, members, and trustees/directors. We use this data to develop a better understanding of how fair and equitable our practices and services are, as well as to monitor our progress as an organisation which is open and inclusive to a diverse group of people.

We may store and use photographic images and video footage of members, employees, trustees/directors and event attendees. You have the right to object to this. If you wish, to do so please contact us at mail@vhscotland.org.uk or telephone us on 0131 474 6189.

We will disclose your information only if required by law, if necessary to provide you with a purchase or service, to administer your event booking or with your consent. On occasion, we may ask if you wish us to share your information with one of our partner organisations. We will only do so if you explicitly opt-in.

We may transfer personal data to external organisations contracted to provide direct operational services for us (including website hosting, cloud services, communications processing, financial processing); but unless you have given explicit consent, this does not extend to any arrangement to enable the external organisation to contact you on its own behalf or enable any other party to do so.

If any of these external organisations are located in countries outside the United Kingdom, we will require them to comply with our strict privacy requirements and to demonstrate that they follow best practice guidelines for data protection.

The Data Controller is Voluntary Health Scotland (Registered Scottish Charity SC035482 and a Company Limited by Guarantee SC267315). Our data protection is overseen by our Chief Executive, Claire Stevens, who can be contacted via email at mail@vhscotland.org.uk

WEBSITE USERS

If you apply to become a Full Member, Associate Member or E-Bulletin subscriber via our website or register for an event via our website or Eventbrite, we will store your name, job title, organisation and contact details and may use this data to provide you with further information about or to assist you in completing your application or registration.

This information will be deleted after three years if you have expressed no further interest in Voluntary Health Scotland. You have the right to object to this processing if you wish, and if you wish to do so please contact us at mail@vhscotland.org.uk or telephone 0131 474 6189.

CUSTOMERS AND PREVIOUS MEMBERS

We will store personal information such as your name, your organisation's name, your job title, contact details, as well as additional information relating to your application, membership, purchase or event booking if you have ever:

- applied for Full or Associate membership of Voluntary Health Scotland
- applied to join the Health Policy Officers Network
- applied to join the Scottish Community Link Worker Network
- applied to join the Cross Party Group on Health Inequalities
- applied to join the wider mailing list of the Cross Party Group on Health Inequalities
- applied to join any other network or group administered by Voluntary Health Scotland
- subscribed to our e-bulletin
- registered to attend one of our events

Except where personal data is evidently confidential or personally sensitive, Voluntary Health Scotland may communicate with staff in your organisation (e.g. a Chief Executive, Administrator, Finance Officer, Policy Officer or other relevant staff) to administer your application, membership, purchase or event booking.

Voluntary Health Scotland processes personal information for certain legitimate business purposes, which include some or all of the following:

- To administer your membership application, subscription, purchase or event booking

- To contact you from time to time with marketing information relating to our services, activities and offers
- To undertake surveys of our members, subscribers and event attendees for research, including research to strengthen the evidence base of our policy work
- To improve the services, events and activities that we offer and increase our impact
- To seek feedback on any events you have attended so as to improve future events
- To determine the effectiveness of promotional campaigns and marketing.

Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard and take account of these rights. You have the right to object to this processing if you wish. If you wish to object, please contact us at mail@vhscotland.org.uk or telephone 0131 474 6189.

Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit. You may opt out of our electronic communications at any time by clicking 'unsubscribe' on the email concerned, emailing the sender or emailing mail@vhscotland.org.uk

If you book to attend a Voluntary Health Scotland programme, event or activity, we may include your name, your job title, and your organisation (but no further details unless otherwise agreed) in a delegate list which may be provided to other delegates. We may need to disclose your details to a third party, such as an event venue, to arrange event attendance.

If you express no further interest in Voluntary Health Scotland, we will remove your name, your job title, contact details and organisation's name (if we have no other contacts at your organisation) from our database after three years or three years after the end of your membership (whichever is later). We will keep an anonymous record of your membership, purchase or event booking for analysis to improve our offer to civil society leaders.

MEMBERS

We consider it in the legitimate interests of yourself and Voluntary Health Scotland and an important part of your membership to contact you regularly with relevant information in the form of monthly e-bulletins (i.e. newsletters), occasional e-alerts (ie. emails with time critical information we think may be of interest, e.g. regarding health policy or funding), event updates, occasional marketing information or to seek information about you/your views/your organisation. You may opt out of these communications at any time by clicking unsubscribe on the email or emailing mail@vhscotland.org.uk Please bear in mind that if you opt out of these communications you may not receive information which will help you make the most of the benefits of Voluntary Health Scotland membership.

Should you chose to opt out we will still contact you regarding the administration of your membership, e.g. membership renewals and payments. We may also contact you regarding the role of members in the running of Voluntary Health Scotland, for example, notification or annual general meetings and board elections.

We need to process your data in this way in order to carry out our contractual obligation to you and manage your rights under Voluntary Health Scotland's constitution. It is therefore not possible for members to opt out of such communications.

We publish the names, addresses and websites of Voluntary Health Scotland's membership organisations (Full Members) on our website, to promote their involvement with Voluntary Health Scotland and as part of our service to Full Members, but this does not include any personal information. Additionally, we may publish and share the names of our membership organisations (Full Members) by other means, e.g. in Voluntary Health Scotland publications.

We do not list, publish or identify personal data concerning individual members (Associate Members) on our website.

We may promote your membership of Voluntary Health Scotland on social media, for example, on Twitter. You may opt out of social media publicity. Data related to any previous posts may continue to be processed by these platform providers after your request to opt out.

POTENTIAL MEMBERS

In the course of their activities, members of the Voluntary Health Scotland team may obtain your details from, for example, business cards, event delegate lists, during conversations, referrals and recommendations.

We also undertake desk based research from time to time, using publicly available sources, to identify health charities and other voluntary health organisations that may be interested in being part of ACEVO. If we obtain your details in this way, we will inform you that we have obtained your details and inform you of Voluntary Health Scotland's services, activities and offers. We will make it clear how to object to the processing of your data and you may opt out of further contact at any time.

If you express no further interest in Voluntary Health Scotland, we will delete your data after three years.

SPEAKERS

If you are a speaker at a Voluntary Health Scotland event, or a trainer for a workshop or programme we will publicly promote your involvement. This may include on our

website, in our marketing and member communications, on Twitter and other platforms such as LinkedIn.

Your data may continue to be processed by external platform providers after the event has ended.

JOB SEEKERS AND RECRUITMENT CONTACTS

If you apply for a job, volunteer role or position as Trustee/Director with VHS we will store your name, email, CV and/or application to enable us to assess, shortlist, administer, invite for interview, accept or reject your application, and any other recruitment related task. We will store your personal information for as long as we are actively using to undertake the recruitment, selection or election process. In the event that your application is unsuccessful we will store your information for a maximum of 12 months then remove it from our records.

POLICY WORK CONTACTS

If you let us know that you wish to be kept updated about any aspect of Voluntary Health Scotland's policy work or respond to one of our surveys, we may process your personal details. Any personal data obtained will be stored securely and deleted three years after the completion of the relevant policy work.

OTHER INDIVIDUALS

During the course of their work our team may obtain personal details from individuals including colleagues in other organisations, journalists, government officials, designers, suppliers and venue administrators. This information is required to undertake daily administration and is stored in a central system to ensure the security of your personal data.

YOUR RIGHTS

As an individual you have explicit rights under UK general data protection regulation:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (also known as the 'right to be forgotten')
- The right to restrict processing
- The right to data portability
- The right to object
- Rights with respect to automated decision-making and profiling

The right to withdraw your consent to the collection, holding and processing of your personal data at any time.

For more information on how to exercise these rights please email mail@vhscotland.org.uk

You have the right to lodge a complaint with the Information Commissioner's Office: details of how to do so can be found on its [website](#).

OUR WEBSITE, INCLUDING COOKIES, THIRD PARTY WEBSITES AND SECURITY

We have a specific privacy statement about privacy and our website here: <https://vhscotland.org.uk/privacy/>

COOKIES

A cookie is a piece of software that attaches to the hard drive of your computer and remembers information about the configuration of your computer. We may use this information to track your movements through our website, to find out how it is being used and to assess its usefulness. Personal information about you is not collected during the tracking process.

You can disable the cookies that we attach if your browser supports this. However, you should bear in mind that if you exercise this option, you may be unable to access certain parts of our site.

Third Party Websites

Because we want your experience of our website to be as informative and useful as possible, we provide a number of links to websites operated by third parties ("Third Party Websites"). Please be aware that we do not control such Third Party Websites and that such Third Party Websites may send their own cookies to users, or otherwise collect data or solicit personal information. We assume no responsibility for the information gathering practices of Third Party Websites that you are able to access through our website, and we encourage you to review each Third Party Website's privacy policy before disclosing any personally identifiable information.

Security

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction or damage. Please help us keep our records updated by informing us of any changes to your e-mail address and other contact details.

Published 23rd December 2021

Voluntary Health Scotland | Registered Scottish Charity SC035482 | Company Limited by Guarantee SC267315 | Registered Office 18 York Place, Edinburgh EH1 3EP