

Tech Peer Mentor Project

Privacy Notice

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you whilst we are working with you and for a period thereafter. It also explains your rights under the law relating to your personal data. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'Privacy Notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects and uses the information?

Voluntary Action Orkney (the 'Organisation') is a 'data controller' and gathers and uses certain information about you. Where the Organisation is also a 'data processor', we will process information received from third parties about you.

Voluntary Action Orkney is a Company Limited by Guarantee registered in Scotland under company number 143208 and is a Registered Scottish Charity No.SC010691.

Registered address: Anchor Buildings, 6 Bridge Street, Kirkwall

Main trading address: Anchor Buildings, 6 Bridge Street, Kirkwall.

We are regulated by: Companies House and The Office of the Scottish Charity Regulator

What is personal data/information?

Personal data is defined under data protection laws in the UK and Europe as 'any information relating to an identifiable person who can be directly or indirectly identified' and is, in effect, any information about you that enables you to be identified. This would include obvious information such as your name and contact details, but could include less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data that we collect, process and store is set out in this Notice.

Data protection principles

We will comply with the data protection principles when gathering and using personal information.

About the information we collect and hold

The table set out on the following pages summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We may also need to share, with your permission, some of the categories of personal information set out below with other organisations to enable you to access services as appropriate or to comply with legislation. In addition, aggregated information may be shared with regulators, funders or other parties. In these cases, the information will be anonymised. The recipient of the information will be bound by confidentiality obligations.

We seek to ensure that our information collection and processing is always proportionate - that is, we only collect and process what we need to, and we only store it for as long as we

need to. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Gathering information about under 16s

We are concerned to protect the privacy of children and young people aged under 16. Where appropriate, we will seek consent from a parent or guardian before collecting personal information about a child aged under 16. However, where we are supporting a young person directly, any information will only be shared with their parent or guardian with the young person's consent.

Where information may be held

Data that you submit verbally, either face-to-face or over the phone, by email letter, paper form or online form is stored on our own secure records management system. We also add any notes we make about the support we have given you. It is not run on our own servers but operates on a cloud-based arrangement. We have security measures in place to seek to ensure that there is appropriate security for information we hold.

In the case of information we have received on paper, we shred the physical paper after uploading to the records management system.

For digital records (including email), after uploading a copy to the records management system, we delete any other copies or versions of the record that exists outside the records management system.

How long we keep your information

We keep your information for no longer than is necessary; this normally means whilst we are working with you and for a period thereafter the length of which will depend on the nature of the service and support we are providing to you. In most cases, we will not keep your information for more than 12 months after you last contact us. Further details are set out in our Data Retention Policy.

Your rights

Under GDPR, you have the following rights, which we will always work to uphold:

1. The right to be informed about the personal data we collect and use about you. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions.
2. The right to access the personal data we hold about you. This is called making a Subject Access Request - please see below for instructions on how to make a request.
3. The right to have your personal data rectified if any of your personal data we hold is inaccurate or incomplete. Please contact us using the details at the bottom to find out more.
4. The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details at the bottom to find out more.
5. The right to restrict (i.e. prevent) the processing of your personal data.

6. The right to object to us using your personal data for a particular purpose or purposes.

7. The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another organisation or business in certain cases.

8. Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about how we use your personal data or to exercise any of your rights as outlined above, please contact us using the details provided below.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Changes to what we do

We regularly review and, where necessary, update our privacy information, policies, procedures and privacy notices. If we plan to use your personal information for a new purpose we will update our documentation and privacy notice, and communicate the changes to you before starting to use the information in a new way. Where we have obtained your consent to process your personal data and we wish to change how we process it, we will seek your consent for the new processing.

Sometimes we have to change what we do because of a change in the law or we need to change the way we do things as an organisation and have a legitimate interest for doing so. The latest version of this Privacy Notice will always be available at <http://vaorkney.org.uk/about-us/resources>

How to contact us

For information about how we collect, store and process your personal data or for any questions or concerns you might have about data protection please contact Rosalind Aitken, Operations Manager at rosalind.aitken@vaorkney.org.uk

How to complain

We hope that Gail Anderson, Chief Executive, can resolve any query or concern you raise about our use of your information. If not, you can contact the Information Commissioner at www.ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Schedule relating to the information we collect and hold

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name Contact details (i.e. address, home and mobile phone numbers, e-mail address) Date of Birth emergency contact details. Details of issues with which you need support Relevant health issues	<ul style="list-style-type: none"> Referral forms Information provided by you Information provided by someone on your behalf such as a family member or carer Your consent 	<ul style="list-style-type: none"> To enter into an agreement with you to provide you with our services/support Legitimate interest: to maintain contact with you in order to support you Protect your vital interests To comply with our legal obligations 	<ul style="list-style-type: none"> To provide you with the necessary support/service which you have sought Information may be shared with third party agencies such voluntary and statutory services that will provide you with support to help resolve the issues you have identified Aggregated information may be shared with the Primary Care Improvement Plan Group or the Integration Joint Board

As well as having a lawful basis for processing, we will process sensitive personal information (special categories) in line with Article 9, exemption paragraph 8 *“processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3 ie “processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent;”*

People who refer others into Tech Peer Mentor Project in their professional capacity

How we get your information

We obtain professional information from you by asking you when you enquire about our activities, make a referral for another person, send or receive an e-mail, ask a question or otherwise provide us with personal information. This may be verbally - either face-to-face or over the phone, by email, by letter, by social media or by an online or paper referral form.

What information we collect and why

Any data you give us about the person you are referring is handled in line with the ‘About the information we collect and hold’ section of this page.

The main reason we ask for your own professional information when you make a referral is to help us to carry out our services. We will only ask you for information that we need. The information is held under legitimate interest.

The information we ask for about you may include your name, role, organisation and work contact details.

Where we store your information

Data that you submit verbally, either face-to-face or over the phone, by email, letter, paper form or online form is stored on our own secure records management system.

The records management system uses encryption and password protection. It is not run on our own servers but operates on a cloud-based arrangement.

Some of your information may also be on email, especially if you submit it by email. Our emails are held on Microsoft's Office365 servers.

In the case of information we have received on paper, we shred the physical paper after uploading to the records management system.

For digital records (including emails), after uploading a copy to the records management system, we delete any other copies or versions of the record that exists outside the records management system.

Please note, in the case of sending us information via online forms and emails, despite all the security and protection we put in place, these cannot be guaranteed to be 100% secure. Therefore, you submit data at your own risk. However, once we receive the information we are responsible for keeping it safe.

How we use your information

The main way we use your information is to help the person with their issue or problem. For example, we may need to ask you for further information about the referral, arrange to visit the person who you are requesting advocacy for and/or send you a report about our advocacy.

We might also use your information to:

- Ask you for feedback about our service.
- Investigate a complaint.

We might also use your data in an anonymised way.

"Anonymised" means:

- No one will be able to identify you.
- We will not use your name or any other personal details that would make it possible for someone to guess whose data we are using.

For example, we may use your anonymised data to:

- Create anonymous case studies to raise awareness of our services.
- Prepare statistical reports, to help us improve and identify what groups of professionals are aware of our services, or to tell our commissioners about the work we do.

How long we keep your information

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