

Privacy Policy

Background
The aim of this policy is to set out how Scottish Love in Action (SLA) will gather, use, disclose and manage the personal information of supporters.

SLA's mission is to partner with and support grassroots projects in India which enable children and young people to reach their fullest potential in all areas of their lives, through care, support, education and empowerment. Our joint vision with our Indian partners is to reduce all forms of child poverty.

We care about people and treat supporters fairly, being transparent and earning trust and confidence. SLA promises to respect any personal information you share with us, or that we get from other organisations about you. We keep personal information safe. When we collect your information, we will not do anything with it which you would not reasonably expect. Here we tell you what we will and will not do with your personal information.

This Privacy Policy explains how SLA uses personal information you give to us. SLA is registered under the General Data Protection Regulation 2018, registration no. Z1897809.

This policy includes:

- How we collect your personal information
- What personal information we keep
- How we use your personal information
- Who we share your information with
- How we keep your information safe
- How we keep your information up to date
- Access to your information and correction of mistakes
- Future changes to this Privacy Policy

How we collect your personal information

The type and quantity of information we collect and how we use it depends on why you provide it.

Supporters

If you support us, for example by making a financial donation or donation of physical goods, volunteer, register for an appeal or event, we will usually collect personal information. These are the different ways information will be collected from supporters.

Directly from you

information can be obtained by us from our website, by email, by phone, by letter or in person when:

- You donate
- You ask to join our mailing list
- You attend or register for an event
- You attend a presentation

Indirectly from you

Your information may be shared with us by independent organisations who support SLA; for example the Big Give or fundraising sites like Just Giving. These independent third parties will only pass your information to SLA with your consent. You should check the Privacy Policy of independent event organisers when you provide your information to understand fully how they will process your information.

Depending on your settings or the privacy policies for social media and messaging services like Facebook, you might give us permission to access information from those accounts or services.

You may also provide permission for third-party organisations to share your information with other third parties, including other charities. You may do this when you buy a product or service, register with a website that runs competitions or by registering with a comparison site. The information SLA receives from those services depends on your settings or the responses you give. You should regularly check your electronic settings.

Note: We do not purchase personal information or sell personal information to third parties.

When collected from our website

Our website only uses cookies belonging to Google. This merely logs technical information, e.g. the user's Internet Protocol address, operating system, browser used, pages visited, date and time of day etc. For more information about Google Analytics please visit the Google Analytics website. This information is used to help us improve the flow of our website.

What personal information do we keep?

Typically, we keep the following information from our supporters:

- Name
- Address
- Phone numbers
- Email address
- Church affiliation - optional
- Credit/Debit card data – from donations
- Bank account details – from direct debits
- Gift Aid declarations
- Donation history (financial and physical)
- Relationship to other supporters (if known)
- Date of birth (optional unless required for an age restricted event)

How do we use your personal information?

We will use the information we collect from you to tell you more about our work. We will also thank you for your support, and invite you to continue to support us. We may use your information to invite you to fundraising or other events, or to ask if you would consider increasing your support. We will sometimes analyse the information we hold to tailor how we keep in touch with you and make sure our communications with you are appropriate and cost effective. We may use external sources to help us keep your information up to date for example, the electoral roll. We will follow direct marketing rules, such as those in the Code of Fundraising Practice.

Typically, this is what we use your personal information for:

- Process financial donations including gift aid
- Fulfil resource requests e.g. leaflets
- Direct Marketing – newsletters and appeals, by post and email

Direct marketing

Whatever it is about SLA you are interested in, we want to speak to you in the way you'd prefer - be it by email, on the phone or in writing. We endeavour to make it easy for you to tell us how you want us to communicate, in a way which best suits you. Our forms have clear marketing preference questions and we include information on how to change these preferences.

If you decide you no longer want to hear from us, that's absolutely fine. Please just get in touch to let us know and we will make sure your wishes are followed.

When you give us your information, or you get in touch with us, we will assign a Supporter Number, it will help if you use this number in any communication with us regarding changes to your communication preferences.

Who do we share your information with?

We regularly review who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff and volunteers.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

We will only ever share your information in other circumstances if we have your explicit and informed consent.

How do we keep your information safe?

We make sure there are appropriate controls in place to protect your personal information, for example our online forms are always security-checked, our network is protected and regularly tested.

How do we keep your information up to date?

We rely on you to let us know if your contact details change. It's great if you let us know as soon as possible. Sometimes we use publicly available sources to keep your information up to date.

Access to your information and correction of mistakes?

You have the right to see the information we hold about you. If you spot any mistakes, please let us know and we will correct them. You also have a right to ask us to stop processing your information and if it's not necessary for the purpose you provided it to us for (e.g. processing your donation or registering you for an event) we will do so. When you ask us to stop processing your information, we will remove your information from our mailing lists which means we will not contact you again.

Contact us on 0131 629 9112 or enquiries@sla-india.org if you have any concerns.

Changes to our Privacy Policy

We will update our Privacy Policy from time to time. If we make any major changes, we will let you know about these changes by putting them on our website.

Our privacy policy was last updated in October 2022.

How do you get in touch?

We love to hear from you, so if you have any comments or questions, please get in touch:

By email: enquiries@sla-india.org

By phone: 0131 629 9112

By post: Scottish Love in Action, Greyfriars Charteris Centre, 140 The Pleasance,
Edinburgh, EH8 9RR

Document History:

Distribution	This policy will be made publicly available. For instance, it should be on our website.
Original Policy Date	2014
Date of Approval	This policy was approved by the Board of Trustees in October 2022
Date of next scheduled review	This policy is due to be reviewed by the Board of Trustees in October 2025