

Seasons for Growth, Notre Dame Centre Privacy Policy Statement

Last updated: May 2018

At *Seasons for Growth*, Notre Dame Centre we value the professionals we train and support. We take your privacy very seriously, treating any information you give to us with great care. We will ensure any personal information you provide to us is protected using secure systems and processes. The Notre Dame Centre holds a database of all trained Companions. We process and share personal information to allow us to provide a service for the benefit of *Seasons for Growth* Trainers, Area Coordinators and Companions; administer Trainer, Area Coordinator and Companion records; fundraise and promote the interests of the programme; maintain accounts and records.

We endeavour at all times to comply with the EU General Data Protection Regulation (GDPR), the Privacy and Electronic Communications Regulations (PECR) and other relevant legislation.

This policy explains how we collect and use the personal information you provide to us. By using our website, any of our services, or providing us with any personal information we will assume you are agreeing to your information being used and disclosed in the ways described in this policy.

About Us

The Notre Dame Centre is a registered charity (registered in Scotland: SC150187). We support families and educate professionals. We are the Licence holders for the *Seasons for Growth* Programme in Scotland (Good Grief Australia).

Any questions you have in relation to this policy or how we use your personal information should be addressed to:

The Data Protection Officer
The Notre Dame Centre
Parkhouse Business Centre
Kelvin House
419 Balmore Road
Glasgow G22 6NT

What personal information do we collect?

There are a variety of ways in which we may collect your personal information; for example, when you make an enquiry about our activities, request training information, become a companion, take part in our events, make a purchase or when you make a donation.

Information we routinely collect may include details such as your name, address, phone number and email address. We hold information supplied to us for the purposes of training (e.g. application and endorsement forms). We hold information returned to us for the purpose of accreditation. We also collect and hold information about the activities that you take part in. This may include:

- Training or networking registration and attendance

- Accreditation
- Details of purchases
- Details of correspondence sent to you or received from you
- Responses to evaluations/surveys/research
- Gift Aid status
- Gifts in Will information
- Financial details when you make a donation

Sensitive Data

In some circumstances, we may collect data, which is classified as 'special categories of personal data' under the GDPR.

Third parties

We may receive your information from a third party when you give a gift, fundraise for us or sign up for an event (for example JustGiving, Eventbrite or Payroll Giving). These organisations will have their own data protection and privacy policies, which you should be aware of before signing up.

Seasons for Growth website contains links to third-party sites. *Seasons for Growth* is not responsible for the privacy policies and/or practices on other sites. When linking to another site a user should read the privacy policy stated on that site.

How do we use your personal information?

We use the personal information you give us, where relevant, to:

- process your applications and orders, and to ensure they are recorded correctly
- keep records of your relationship with us. For example: what events you have attended; what areas of our work you have supported; or what resources you have ordered.
- provide you with information about our work and services including news, events, networking opportunities, fundraising appeals, services, training and resources
- conduct research for reporting purposes
- reporting to funders
- reporting to Good Grief Australia
- process Gift Aid donations
- check on your preferences from time to time to ensure they are up to date

Using your information for quality control purposes

Being able to communicate with you is important.

Being able to contact you for networking and training purposes is an important part of our activity and purpose. We provide direct communications to Trainers, Area Coordinators and Companions, which include news, events, training information, resources and services. Trainers and Area Coordinators are also responsible for sharing this information with Companions in their areas.

It is always your choice and you will always have a clear and easy way to opt-out.

You can stop receiving these at any time by sending us an e-mail requesting us to remove your information from the database: seasonsadmin@notredamecentre.org.uk

From time to time we conduct research, evaluation and analysis. We may share data (Trainers/Area Coordinators/Companion) to increase or enhance the information we hold about you. This may include obtaining details of changes of address, telephone numbers and other contact details. This helps us to ensure communications are relevant and timely and allows us to update the database.

We will never sell your information or share it with other organisations for their marketing purposes.

How to stop receiving communications

You can stop receiving communications from us at any time T: 0141 339 2366 or emailing seasonsadmin@notredamecentre.org.uk or writing to us at *Seasons for Growth*, Parkhouse Business Park, Kelvin House, 419 Balmore Road, Glasgow G22 6NT

How do we protect your personal information?

Seasons for Growth, Notre Dame Centre is committed to the security of your personal information. We take appropriate technical and organisational security measures to safeguard personal information. The Notre Dame Centre uses commercially reasonable physical, administrative and technological safeguards to preserve the integrity and security of all information collected.

Who do we share your personal information with?

Trainers, Area Coordinators and Companions work on our behalf in their local areas. Information collected by them or us for the purposes of training, networking, accreditation, accessing resources, buying materials, and research may be shared and held securely. From time to time Good Grief Australia may request access to this information.

Where necessary or required whom we share information with may include:

- Trainers
- Area Coordinators
- Companions
- Research organisations
- Funding organisations
- Partner organisations

Where we store your personal information?

Personal information you provide to us is stored on our secure electronic systems within the UK. Paper documents are stored in locked cabinets.

How long will you keep my information?

We will retain your information for as long is necessary for the relevant activity, and meet any legal or regulatory requirement. If you cease to have an active relationship with us or request to receive no further contact, we may retain some basic information in order to avoid sending you unwanted materials in the future.

We may keep information relating to gifts in wills indefinitely so that we can administer these gifts.

How can you access your personal information?

Under the GDPR you have the right to request a copy of the personal information we hold about you. This is known as a Subject Access Request. If you would like to submit such a request please write to us at: The Data Protection Officer, *Seasons for Growth*, Parkhouse Business Park, Kelvin House, 419 Balmore Road, Glasgow G22 6NT or contact us at: seasonsadmin@notredamecentre.org.uk

We may request proof of your identity; this is to ensure we do not pass personal information to anyone else other than the person making the request. The statutory time for our response is one calendar month, but we will endeavour to respond sooner.

How can you amend or remove your personal information?

If you believe any of the personal information we hold about you is out of date or incorrect, or you wish it to be removed please contact us at: seasonsadmin@notredamecentre.org.uk

Changes to our Privacy Policy

From time to time we may make changes to this policy. If any significant changes are made regarding how we collect and use your personal information we will update this policy. This policy was last updated: 05/2018

If you have any questions regarding this policy, please email: seasonscoordinator@notredamecentre.org.uk