

Privacy Notice for Tayport Community Trust members, volunteers and users of our website

Tayport Community Trust is committed to respecting the privacy rights of our members, our volunteers and all visitors to our website. We comply with data protection laws at all times and have set out this Privacy Notice to explain what personal data we collect, why we collect it, how we protect it, and to explain your rights.

Personal data we collect

We collect the following data about you:

- Your name, e-mail address, contact details and communication preferences when you complete forms on our website or submit paper copies of our membership registration form;
- A range of information about you in our volunteer registration form which is optional and only used to help you to volunteer.

How we protect your data

We are committed to keeping your data secure. We store any data provided through our website and through registration forms in secure computer systems that only authorised staff and volunteers have access to. Our data is backed up and we have secure systems in place to prevent hackers, viruses and similar from accessing our systems and data. Where paper copies of personal data exist (eg completed membership forms), they are stored in a secure location that can only be accessed by designated Trust members such as the Membership Secretary. We also have a range of policies and procedures for our staff and volunteers, with ongoing training, to ensure your data is kept safe and only used in accordance with this Privacy Notice.

How we use your data

We use your data for three reasons:

- To provide information, support and services to you;
- To manage customer service interactions with you;
- To subscribe you to our mailing list and send you relevant information by e-mail.

When and how we might share your data

We will never sell your personal data. We share limited data for limited purposes. There are three different sets of data sharing involving personal data collected through our website and our volunteer/membership registration forms:

Contact information you provide when registering as a TCT member or associate member and/or when volunteering to help with TCT activities - We use Dropbox International to provide on line storage of contact information for TCT members and volunteers. Their Privacy Policy can be accessed here; <https://www.dropbox.com/privacy#privacy> .

Contact information you provide for our mailing list - we share this information with MailChimp, the third party mailing list software we use. Their Privacy Policy can be accessed here; <https://mailchimp.com/legal/privacy> .

Contact information you provide to seek help/support/information/provide feedback/make a complaint - we store this in computer systems provided by third parties for processing, storage and archive purposes. Our website and email service is hosted by 1and1 Internet Ltd. Emails directed to any of our tayportct.org.uk addresses are stored on their servers. See <https://www.1and1.co.uk/terms-gtc/terms-privacy> for their Privacy Policy.

How long we keep your data

We only keep your data for as long as we need to. More specifically:

- TCT membership records - we will retain this data until you inform us that you wish to resign your membership (either by e-mail to membership@tayportct.org.uk or in writing to TCT Membership Secretary c/o 10, Broad Street, Tayport, Fife, DD6 9AJ)
- Mailing list subscription - we will retain this data until you unsubscribe from our mailing list (every mailing list e-mail you receive from us will have a link allowing you to easily unsubscribe)
- Customer enquiry information - we will retain this for not more than 2 years after you last contacted us - we only keep personal data for the current financial year and the previous financial year.

Transferring data outside of the European Economic Area (EEA)

We are required to tell you if we transfer data outside of the EEA. Emails directed to any [tayportct.org.uk](mailto:membership@tayportct.org.uk) address are stored on servers belonging to 1and1 Internet Ltd, which may reside outside the EEA. Likewise, our on-line storage of contact information for TCT members and volunteers is provided by Dropbox International, so this data may also be transferred to servers in the United States or in other locations around the world. Dropbox complies with the EU-US Privacy Shield Framework as set forth by the US Department of Commerce regarding the collection, use and retention of personal information transferred from the EEA to the United States. For more information about Privacy Shield see <https://www.privacyshield.gov>.

Legal basis for using your data

We generally rely on your consent to use your personal data in relation to monitoring website usage and sending you direct e-mails through our mailing list, or providing customer care, information or support should you choose to contact us directly through our website.

We also process your data because it is in our legitimate interests that we do so, namely:

- Promoting, marketing and advertising projects developed under the auspices of TCT such as the Harbour Café, the Community Garden and the Community Hub.
- Sending information to you by e-mail or text message about events and fundraising activities.
- Protecting the Trust, our people, members, volunteers, funders, partners and clients/customers/service users by taking appropriate legal action against third parties who have committed criminal acts.
- Maintaining TCT membership records.
- Fulfilling our duties to our members, volunteers and service users.

Cookies

We use cookies on our website to allow us to gauge how many people are visiting the site and which pages are the most popular. This service is provided by Google Analytics (see <https://policies.google.com/privacy>). Our website also uses Google cookies to ensure the functioning of the maps on this site and cookies used by Vimeo Inc. to gather information about the video player, and the visitor interacting with it, for the purposes of responding to any technical difficulties affecting the player. Vimeo's Cookie Policy can be viewed here; https://vimeo.com/cookie_policy

Your legal rights

You have the following rights:

- The right to ask what personal data we hold about you;
- The right to ask us to update and correct or delete any out-of-date or incorrect personal data that we hold about you;
- The right to opt out of any marketing communications that we may send you.

To exercise any of the above rights please contact data.protection@tayportct.org.uk . You also have the right to lodge a complaint with the Information Commissioner's Office (the supervising authority for data protection in the UK). To do that, please visit their website at <https://ico.org.uk/concerns>

Reviewing and changing how we use data

This Privacy Notice was last updated on 18 May 2018

We regularly review our use of personal data to ensure that what we do continues to be fair, transparent, safe and legal. The Trust sometimes changes software or technologies, or how we work, and this may result in us changing what data we collect and/or how we use it. We will only use your data for the purposes set out above. If we want to use your data for any other purpose we will contact you and seek your express permission before we conduct any such processing.

We will always seek to minimise the amount of data we collect and use, and to only keep it for as long as we need to.

Whenever any change is made to how we collect or use personal data we will update this Privacy Notice and any other relevant policies.

How to find out more or to make a complaint

We have endeavored to make this Privacy Notice clear, informative and understandable, but if it is not then please contact us and we will provide further information as required. We will also look to improve the wording of this Privacy Notice, based on feedback.

To provide feedback, ask for more details or to make a complaint about our collection or use of your personal data then please contact data.protection@tayportct.org.uk .

You can also complain to the Information Commissioner's Office in the UK - please visit their website to see how you can do that.