

## GENERAL PRIVACY STATEMENT

### Who are we and what do we do?

We are Biggar Community Action Group (BCAG).

"In addition to any other purpose which BCAG may pursue, the general purpose of BCAG shall be to ascertain, co-ordinate and deliver services to the local communities, to liaise with groups with similar aims, and to take such action in the interests of that community as appears to it to be expedient and practicable".

In order to meet its aims and objectives, BCAG will undertake the processing of data, which will include personal data:

### Reasons/Purposes for processing data/information:

We process personal information to enable us to serve and represent the interests of the community within our local area.

### Type/Classes of Information processed:

We process information relevant to the above reasons/purposes. This may include:

- Personal details
- Family, lifestyle, health and social circumstances
- Education and training details
- Goods and services

### Who the information is processed about:

We process personal information about:

- Residents in the Biggar and broader Clydesdale area
- Elected representatives
- Suppliers
- Correspondents and complainants
- Business contacts
- Other local interest groups and their members/representatives
- Trustees
- Members
- Volunteers

### Where do we collect our data from?

We collect and process data about you in different ways, depending on the service you are using. We collect data through the following services:

- Contacting us via our website or dedicated email addresses
- Our newsletters
- Surveys that we may run
- Our website
- Correspondence

- Referral (for example, where a group or individual might suggest providing a 'service' to a member of the community, where we would record both the name of the group or individual and the name of the potential service user)

How do we use the data we collect?

We use personal data held about you in the following ways:

- To allow you to sign up for our newsletter so that we can send you information about what we are doing and events you might be interested in
- To develop and improve the content of the newsletters we offer
- To canvass your views and opinions on a range of issues that may affect residents within the BCAG area
- To help you with any queries you may have in relation to the BCAG website and the services we offer
- To develop and improve the website and the services we offer
- To fulfil our legal obligations
- To keep a record of individuals and business that volunteer to assist BCAG in its activities
- To provide relevant services to our service users
- To meet our obligations to OSCR (or its successor) as a registered charity

Disclosure of your personal data:

We will not sell your information or disclose it for direct marketing purposes.

We will disclose the personal data we process about you to the following third parties for the purposes indicated in the table below:

Personal Data	Recipient	Purpose
Name, email address, IP address	Bulk email (Mailchimp) and web analytics.	To send you personalised newsletters periodically and to (depersonalised data) unique visits to our website.
Name, email address.	Survey Monkey or similar applications/offerings.	To allow you to participate in our surveys

Disclosure of your personal data:

Personal Data	Recipient	Purpose
Name, email address, IP address	The Mailchimp email service	To send you personalised newsletters periodically
Name, email address, IP address	Survey Monkey or similar applications/offerings.	To allow you to participate in our surveys

Personal Data	Recipient	Purpose
IP address	Weebly Analytics	To analyse our website visitors, where they have come from and what content they find most useful

### Disclosure to other parties

We will not disclose your personal data to other parties, unless we are compelled by law to do so. For example:

- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation or request;
- Under OSCAR (Scottish Charities regulations) a list of ‘members’ names should be made available on request. Addresses and other personal details will not be made available.

### Where we store your personal data

Personal data you provide to us is stored on computer equipment in the UK with the following exceptions:

- We may use the Mailchimp service to send you periodic newsletters and this means that some of your data is transferred to servers in the USA. The Mailchimp service is covered by both the EU-US and Swiss-US Privacy Shield regimes and is used by many EU and worldwide businesses. As such, in our opinion, it poses a minimal threat to your privacy rights and freedoms.
- We use Weebly Analytics service. This means that some of your data is transferred to servers outside the European Union/EEA.
- We store data on “cloud” services, which may mean that your data is stored outside the European Union/EEA.

### How long we will keep your data for

The following table is an indication of what personal information we hold and how long it is held for.

Personal Data	How long we hold it
Newsletter	Retained for as long as you subscribe; deleted in accordance with regulatory guidelines.
Contact data	Retained for the period it takes us to respond to your query satisfactorily or after one calendar year, or in accordance with regulatory guidelines.
Survey	1 year
Website analytics logs	26 months.

Personal Data	How long we hold it
Volunteer and Service User details	Normally for 6 years since resignation from membership or last service user interaction.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your personal data in transit; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access to your personal data.

### Your rights

You have the following rights:

- You can request a Freedom of Information Request, requesting details of any personal data that BCAG may hold. NOTE: BCAG is not compelled to respond to such requests, but will take steps to meet any reasonable requests (it will be at the discretion of BCAG as to what it considers to be reasonable)
- You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you think that we have infringed your rights. You can find more information about reporting a matter to the ICO at the following link: <https://ico.org.uk/>

### Changes to privacy notice

Any changes we may make to our privacy notice in the future will be posted on our website and where appropriate, notified to you when your next visit. Any such changes cannot be communicated directly to the residents/subscribers to BCAG, you are urged to review BCAG policies via our website.

### Contact

Questions, comments and requests regarding this privacy notice are welcomed and should be addressed by email to BCAG at the following address: [biggarcaq@gmail.com](mailto:biggarcaq@gmail.com)