

## PRIVACY POLICY

### INTRODUCTION

This Privacy Policy explains how Survivors of Human Trafficking in Scotland (SOHTIS), (referred to as “we”, “us” or “our” in this document) handle any personal information about you. SOHTIS is a Scottish Registered Charity and a Company Limited by Guarantee.

SOHTIS is committed to protecting your personal information and being transparent about what information we hold, whether you are one of our service users, donor/supporter, volunteer, staff member, Trustee, Advisor or if you connect with us in any other way.

The purpose of this Policy is to give you a clear explanation about how SOHTIS collects, uses and stores the personal information you provide to us, whether online, via telephone, email, letter, in any other correspondence or from third parties.

We ensure that we use your information in accordance with all applicable laws including the Data Protection Act 2018 concerning the protection of personal information. This policy explains:

- what personal information SOHTIS may collect about you
- how we might use that information
- how we protect the privacy of children and vulnerable people
- whether we disclose your details to anyone else
- your rights and choices regarding personal information you provide to us

### WHEN DO WE COLLECT PERSONAL INFORMATION?

We may collect personal information about you when you:

- ask about our activities, resources or training
- register with us for information
- use our services or attend our activities and events
- sign up for our publications or newsletters
- become a Trustee or Advisory Committee Member
- apply for employment with us or join our staffing team
- volunteer or fundraise for us
- pledge or make a donation or sign up for an event
- telephone, write, contact us online, text us, or otherwise provide us with your personal information

We may collect information about you directly whenever you interact with us. We may also receive information about you when you interact with third parties with whom we work. For example, where you’ve made a donation to us through a third party website, i.e. CAF Donate and give them permission to share your information with us.

We may supplement what we know about you with information that is available to the public. For example, in order to ensure that our communication with you is relevant and tailored to you.

## WHY DO WE COLLECT THIS INFORMATION?

The main purposes for which we use your personal information are:

- to enable us to carry out the work of SOHTIS as specified in our Memorandum and Articles of Association
- fundraising and promoting the interests of SOHTIS
- creating materials for stakeholders (such as trustees, donors and partner agencies) about SOHTIS activities
- for legal and regulatory compliance purposes, for example, to ensure compliance with safeguarding, health and safety requirements and other legal obligations, or in connection with litigation, an internal investigation or audit, and to ensure compliance with laws, as well as equal opportunities monitoring
- to manage our employees and volunteers
- to manage our own accounts and records
- to inform individuals of news, events, activities or services running at SOHTIS and partner organisations
- for administrative purposes (for example, we may contact you regarding an event for which you have registered, to provide information requested from us or with a query regarding a donation you may have made to us)
- to carry out any contractual obligations we may have to you
- to process donations we may receive from you including Gift Aid claims
- for internal record keeping relating to any donations, feedback or complaints
- to contact you where you have been identified as a contact person for an organisation with whom we do or may work (if we obtain your contact details in this way, we will only use them to contact you in your capacity as a representative of that organisation)
- for our 'legitimate business interest', which means a reasonable use in line with what the aims and activities of SOHTIS are

## WHAT INFORMATION DO WE COLLECT?

Personal information we collect can include information such as your name, communication preferences, email address, postal address, telephone numbers, date of birth, photographs or video content and where relevant, bank account details so we can process donations or payments, and information as to whether you are a taxpayer to help us to claim gift aid or for the purposes of paying staff. We may also collect and record any other relevant information you share with us about yourself, for example your employer if you are a volunteer or school/college if you attend one of our groups.

We may also collect and process information about your interactions with us, including details about our contacts with you for example through email, telephone or in person (such as the date, time and method of contact), details about events or activities you register for or attend and any other support you provide to us. Under data protection law, certain categories of personal information are recognised as sensitive, including information regarding race, religious beliefs, sexuality, gender, health information, whether you are looked after through the local authority ('in care'), or other characteristics relevant to the purpose for which we hold your data eg. safeguarding. In limited cases, we may collect sensitive personal data about you.

## WHAT INFORMATION DO WE COLLECT? (Cont'd)

We would only collect sensitive personal data if there is a clear reason for doing so, such as where we need this information to ensure that we provide appropriate facilities or support to enable you to participate in an event.

With your consent, we might also gather from you and hold case studies or stories of you and your life/work with us, eg. through films/videos for social media or through written case studies. This is usually for reporting to funders or for promotional purposes.

We do not collect sensitive personal information about our supporters unless there is a clear reason for doing so, for example, relating to your health if you are visiting a youth club or taking part in a challenge event to raise funds for us. We will only collect sensitive personal data with your consent, and clear notices will be provided on applications for events and other relevant forms and communications, so you know what information we need and why we need it.

In some cases, such as for potential donors, we may also collect information about you from publicly available sources.

We keep your personal information only for as long as required to carry out the functions of SOHTIS in accordance with legal requirements, as well as tax and accounting rules. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

## WHEN DO WE COLLECT PERSONAL INFORMATION?

Generally, our processing of your personal information as described in this Policy is allowed by applicable data privacy laws because we have a legitimate need to carry out the processing for the purposes as described above. Some processing may also be necessary so that we can generate a contract with you or because it is required by law. We only use your information to send you marketing communications by email or text with your consent and you can always opt out of receipt of marketing communications by post or telephone as explained below.

When you sign up to a newsletter or opt-in to our communications using our forms (eg. a registration form, donation form or online form) or in person, then you are giving us your consent to send you information, marketing and fundraising materials by the methods you have chosen (eg. email or telephone call). We will never send you marketing by email or SMS without your consent, and you can withdraw your consent at any time by emailing [enquiries@sohtis.org](mailto:enquiries@sohtis.org).

If you have provided us with your postal or telephone contact details, but haven't specifically opted-in to receive our communications (for example, making a donation by post), then we will carry out an assessment of whether it would be fair and reasonable to use them to send an acknowledgement of your donation or support or marketing and fundraising information to you without your explicit consent, (ie. it is in the interests of our aims as a charity and will not cause undue prejudice to you). This is called a "legitimate interests assessment".

## **WHEN DO WE COLLECT PERSONAL INFORMATION? (Cont'd)**

In all cases, we balance our legitimate interests against your rights as an individual, and make sure we only use personal information in a way or for a purpose that you would reasonably expect in accordance with this Policy, and that does not intrude on your privacy or previously expressed marketing preferences.

## **CHILDREN & VULNERABLE PEOPLE**

We place great importance on the safety of people we work and interact with and we are committed to protecting the privacy of young people and vulnerable adults who interact with SOHTIS.

For more information about the ways we safeguard people, you can request a copy of our Safeguarding Policy by emailing [enquiries@sohtis.org](mailto:enquiries@sohtis.org).

## **HOW WE MIGHT USE YOUR INFORMATION IF YOU ARE A SUPPORTER**

Developing a better understanding of our supporters through their personal data allows us to fundraise more efficiently which ultimately helps us support survivors of human trafficking.

We may use your information to invite you to become involved with us in new ways, raise funds and grow our supporter base. Marketing and fundraising materials that we might share with you include information about our activities and their impact, our news, events and fundraising appeals, and other ways you can become involved with us.

We have a duty to make sure that we're spending your donations wisely, and that means doing some research and analysis to inform our decisions. We want to send the most effective messages that we can in the most efficient way possible.

In order to work out who to contact, what to say and when to get in touch, we may undertake in-house research and engage third party organisations such as fundraising agencies to help us identify people who may be able to support us with a larger gift; using publicly available records.

## **YOUR BANKING AND CREDIT CARD INFORMATION**

We may collect banking information from you directly for payroll, volunteer expenses or for donation and gift aid purposes.

If you use your credit or debit card to donate to us these may be processed by us or a third party, such as Paypal, Easyfundraising, AmazonSmile or CAF Donate. Where third party organisations are used please review the Privacy Policy of each provider to find out who they manage your personal information.

## YOUR RIGHTS AND CHOICES

This section gives more detail about the following rights related to your personal information:

- the right to request that inaccuracies be corrected
- the right to request a copy of personal information held about you
- the right to request us to stop processing your personal data
- the right to withdraw consent
- the right to lodge a complaint with the Information Commissioner's Office

You can help us keep our records up to date by telling us when your contact details or other personal information changes. You can also change your mind at any time about how we contact you or ask us to stop contacting you altogether. Where you have provided your consent for our use of your personal information, you have a right to withdraw your consent at any time. Please contact us on [enquiries@sohtis.org](mailto:enquiries@sohtis.org) to request this or at the postal address below.

It is important to be aware that some information you have given us will be in the public domain if you have consented to this, eg. if you participate in promotional activity, filming or if you feature in our marketing materials. This may mean that it may not be possible to withdraw this material from circulation, so please think carefully about the consequences of consenting to your information being used in this way, before signing any release forms with us.

You have a right to request a copy of the personal information we hold about you, and to have any inaccuracies corrected. You also have the right to request us to erase your personal information, request us to restrict our processing of your personal information or to object to our processing of your personal information.

We will comply with our legal obligations in relation to such requests, but please be aware that some information may need to be retained by us for legal reasons, for example if there is ongoing litigation or a reasonable prospect of law enforcement action. We may request confirmation of your identity before we release the information if we reasonably believe this is necessary to safeguard the personal information. In certain situations, we may also charge a small fee.

If you have any concerns about the way in which we have handled your personal information, we ask that you contact us in the first instance by post or email. If you are still dissatisfied, you have the right to complain to the Information Commissioner's Office ([www.ico.org.uk](http://www.ico.org.uk)) which oversees the protection of personal data in the UK.

Our Data Controller is:  
Mrs Joy M Gillespie, CEO, [joymg@sohtis.org](mailto:joymg@sohtis.org)

## HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

We take all appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it as long as is reasonable and necessary.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website, so any transmission is at the user's own risk.

## SHARING YOUR PERSONAL INFORMATION

We promise to take all reasonable steps to keep your details secure. We will only share them with those detailed in our Privacy Notice, or on a need to know basis for legal reasons, eg. safeguarding concerns. We carefully select suppliers and professionals and will only share information with them if we are confident that they will protect it, and we have an agreement in place with them that assures this.

We will only ever share your details with other organisations to use for their own purposes if:

- we are required to by law or by a regulator
- we deem it necessary and appropriate to respond to a legitimate request for assistance from law enforcement agencies
- we are seeking legal or financial advice, eg. in connection with litigation or suspected fraud
- where appropriate, to enforce the rights of SOHTIS and its volunteers and employees
- to our underwriters so that we can maintain appropriate insurance coverage

We will not, under any circumstances, share or sell your personal information to any third party for marketing purposes, and you will not receive offers from other companies or organisations as a result of giving your details to us.

Where you have given specific consent to do so, we may disclose your personal information:

- to any stakeholders such as funders, donors, volunteers, other participants as described in this policy
- to members of the press for reporting purposes
- to the general public where we use materials for promotional purposes

We may request specific permission to use anonymised information from your records for case studies that would be used to improve the services we provide, to raise awareness and to raise funds to support our clients. This will be explained to you at the time and declining to consent will not affect any support offered at the time or in the future.

## **WHERE PERSONAL INFORMATION IS STORED**

We are committed to securing the personal data we hold in line with our Data Protection Policy, using secure physical safeguards (eg. locked filing cabinets with limited access) and secure IT systems (eg. password protected computers and systems with limited access).

## **CHANGES TO THIS POLICY**

We may update the terms of this policy at any time, so please do check it from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address you have provided to us, by placing a prominent notice on our website, and through arrangements in our face to face services. By continuing to use our website or services, you will be deemed to have accepted such changes.