



Duns Fair Share Privacy Policy

Duns Fair Share (Scottish Charity No: SC053316) respects your right to privacy and this policy sets out how we collect and treat your personal information. Personal information is information we hold which is identifiable as being about you.

Duns Fair Share may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from June 11, 2024.

WHAT PERSONAL INFORMATION WE COLLECT

We only collect personal information that we genuinely need. This may include:

- Name and address, including postcode
- Contact information including email address & phone number
- Information you provide when you correspond with us
- Information you provide when interacting with our websites
- Financial information that you provide to us

HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information from you in a variety of ways, including when you:

- Interact with us for any reason, in person, by post, telephone, text, email, social media, or via our website
- Donate to us
- Are referred to us for food bank services
- Sign a petition on our behalf
- Make an application to be a member, volunteer or trustee
- Agree to help us promote our cause
- Interact with us as a supplier, contractor, consultant, or in any other capacity.

OUR LEGAL BASIS FOR PROCESSING PERSONAL INFORMATION

Our legal basis for processing personal information is usually for our legitimate interests, if we have your consent, for the performance of a contract or to meet our legal obligations.

WHY WE COLLECT PERSONAL INFORMATION

We collect and use personal information for several reasons.

Volunteers

We collect personal information from volunteers to be able to schedule volunteer activities and to deliver our services. We also use personal data to update volunteers on our activities, support them in their day-to-day operations and for internal record keeping. Our legal basis for this is legitimate interest. We may collect and use personal data if it is necessary for our legitimate interest and so long as its use is fair, balanced, and does not unduly impact your rights.

Members

We collect personal information from our members to be able to communicate about our activities, organise membership meetings and for our internal record keeping. Our legal basis for this is our legitimate interest.

Food Bank Clients and Referral Agencies

We collect personal information about our food bank clients and the employees of the organisations that refer them. We use this information to respond to requests for help and deliver food support. Our legal basis for using this information is our legitimate interest.

Trustees

We process relevant personal information about existing and potential trustees for governance purposes. This might include checks to identify any criminal and other activity we need to be aware of to ensure that we select appropriate trustees. Our legal basis for this processing is legitimate interest and to meet our legal obligations with the Scottish Charities Regulator (OSCR).

Processing Donations

If you make a financial donation to us, we will use your personal information to collect your donation and maintain a record of our supporters. Our legal basis for using your personal information for this purpose is to fulfil our legal obligations, and our legitimate interest in meeting our fundraising objectives. We are legally required by HMRC to collect some personal information if you choose to gift aid your donation.

We will ask for your consent to send you marketing emails. You can withdraw consent for this at any time.

Processing Complaints

If a complaint is raised with us, we will process any personal information provided to manage and resolve the complaint or appeal.

Petitions

If you share personal data with us via a Duns Fair Share petition (either physically or via social media), we may share your information with the third parties who requested such documentary evidence of local support for our initiatives. Our legal basis for using your personal information for this purpose is for our legitimate interests and where appropriate your consent.

Contracts

We may process personal information because it is necessary for the performance of a contract to which you are a party (or to take steps at your request prior to entering a contract), or because we are legally obliged to do so (for example to meet charity laws).

SECURITY OF YOUR PERSONAL INFORMATION

We are committed to ensuring that your information is secure and have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. However, we are not liable for any unauthorised access to this information.

Please note that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.

We will not transfer your personal data outside the UK without your consent. However, we will be using legal and legitimate Cloud/Electronic storage systems and data on these may be stored outside the UK or EU.

HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We will hold your personal information only for as long as is necessary. We will not retain your personal information if it is no longer required. In some circumstances, we may legally be required to retain your personal information, for example for finance or tax purposes.

Trustees, Volunteers & Members

We will hold your personal data on our systems for as long as you are a trustee, member or volunteer, and for as long afterwards as it is in the legitimate interest to do so, or for as long as is necessary to comply with our legal obligations.

We will review your personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing your personal data except that we may retain your personal data in an archived form to be able to comply with future legal obligations.

Your email address will be stored on any retained email correspondence between us. These will be reviewed annually, and will either be deleted in full, or may be archived as noted above. Archived material will also be reviewed annually and will be deleted when we no longer have a legitimate interest to retain it.

Donors

Your personal information is stored in a secure database for seven years from the date you last donated.

Food Bank Clients

Your personal information is stored for six years from the date you last accessed support.

SHARING YOUR PERSONAL INFORMATION

We will not share, sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

Where required, we will process personal information to comply with our legal obligations. In this respect we may share your personal data to comply with things such as subject access requests and tax legislation.

YOUR RIGHTS

Under the UK Data Protection Act 2018 you have the right to:

- access your personal data
- be provided with information about how your personal data is processed
- have your personal data corrected
- have your personal data erased in certain circumstances
- object to or restrict how your personal data is processed
- have your personal data transferred to yourself or to another business in certain circumstances.

For all such requests please contact us at dunsfairshare@gmail.com. We will respond to any request within 28 days. Please note that we may be entitled to refuse requests where exceptions apply; for example, if we have reason to believe that the personal data we hold is accurate or we can show our processing is necessary for a lawful purpose set out in this Privacy Policy.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the Information Commissioner: <https://ico.org.uk/concerns/>

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113

For more details, please address any questions, comments and requests regarding our data processing practices to dunsfairshare@gmail.co.uk.

WEBSITE & COOKIES

When you come on to our website, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.

Links to Third party sites

Our website may contain links to other, third party websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question

Cookies

Information on our use of Cookies can be found in our Cookie Policy below.

COOKIE POLICY

This is the Cookie Policy for the Duns Fair Share website.

WHAT ARE COOKIES?

As is very common for companies, we use cookies to improve the experience of people using our website. A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Cookies are not malicious programs that access or damage your computer. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

HOW WE USE COOKIES

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

When you submit data to the website through a form, cookies may be set to remember your user details for future correspondence.

DISABLING COOKIES

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

However, disabling cookies will usually result in also disabling certain functionality and features of this site which may prevent you from taking full advantage of the website.