



# Victim Support Scotland

## Website Privacy Policy

### 1. Policy Statement

- 1.1 This privacy policy is for this website ([www.victimsupportsco.org.uk](http://www.victimsupportsco.org.uk)) provided by Victim Support Scotland and governs the privacy of those people who choose to use it.
- 1.2 The policy sets out the different areas where user privacy is concerned and outlines the obligations and requirements of the users, the website and website owners.
- 1.3 The way this website processes, stores and protects user data and information will also be detailed within this policy.
- 1.4 This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy.

### 2. The Website

#### 2.1 **Contact and Communication**

- 2.1.1 Users contacting this website and/or its owners do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 1998. Every effort has been made to ensure a safe and secure form to email submission process but we advise users using such form to email processes that they do so at their own risk.
- 2.1.2 This website and its owners use any information submitted to provide you with further information about the products/services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates but only if this was made clear to you and your express permission was granted when submitting any form to email process or whereby you, the consumer, have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates to. This is by no means an entire list of your user rights in regard to receiving email marketing material. Your details are not passed on to any third parties.

## **2.2 Email Newsletter**

- 2.2.1 Subscriptions are taken in compliance with UK Spam Laws detailed in the Privacy and Electronic Communications Regulations 2003. All personal details relating to subscriptions are held securely and in accordance with the Data Protection Act 1998. No personal details are passed on to third parties nor shared with companies/people outside of the company that operates this website. Under the Data Protection Act 1998 you may request a copy of personal information held about you by this website's email newsletter program. A small fee will be payable. If you would like a copy of the information held on you please write to the business address at the bottom of this policy.
- 2.2.2 Email marketing campaigns published by this website or its owners may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include: the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity. This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.
- 2.2.3 In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003, subscribers are given the opportunity to unsubscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If an automated un-subscription system is unavailable, clear instructions on how to unsubscribe will be detailed instead.

## **2.3 What information do we collect?**

- 2.3.1 We may collect, store and use the following kinds of personal information:
- information about your computer and about your visits to and use of this website (including IP addresses, geographical locations, browser types and versions, operating systems, referral sources, length of visits, page views, website navigation paths)
  - information relating to any transactions carried out between you and us on or in relation to this website and information relating to any purchases you make of our goods or services (including names, email addresses, postal addresses and telephone numbers)
  - information that you provide to us for the purpose of registering with us (including names, email addresses, postal addresses, telephone numbers)

- information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters (including names, email addresses, postal addresses, telephone numbers)
- any other information that you choose to send to us.

## **2.4 Using your personal information**

2.4.1 Personal information submitted to us via this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

2.4.2 We may use your personal information for the following purposes:

- in the administration of the website
- to enable your use of the services available on the website
- to send you general (non-marketing) commercial communications
- to send to you marketing communications relating to our business which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications)
- to send to you marketing communications relating to the businesses of carefully-selected third parties which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications)
- to deal with enquiries and complaints made by or about you relating to the website.

2.4.3 Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the licence you grant to us.

## **2.5 Disclosures**

2.5.1 We may disclose information about you to any of our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

2.5.2 In addition, we may disclose your personal information in the following circumstances:

- to the extent that we are required to disclose information by law.

2.5.3 Except as provided in this privacy policy, we will not provide your information to third parties.

## **2.6 Security of your personal information**

2.6.1 We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

2.6.2 We will store all the personal information you provide on secure (password- and firewall- protected) servers.

2.6.3 Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

## **2.7 Your rights**

2.7.1 You may instruct us to provide you with any personal information we hold about you. Provision of such information will be subject to:

- the payment of a fee (fixed by law at the date of writing at GBP 10.00) and
- the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

2.7.2 We may withhold such personal information to the extent permitted by law.

2.7.3 You may instruct us not to process your personal information for marketing purposes by email at any time. In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal information for marketing purposes.

## **2.8 Social Media Platforms**

2.8.1 Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are subject to the terms and conditions as well as the privacy policies held with each social media platform respectively.

2.8.2 Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution in regard to their own privacy and personal details. This website and its owners will never ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

2.8.3 This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

## **2.9 Shortened Links in Social Media**

2.9.1 This website and its owners through their social media platform accounts may share web links to relevant web pages. By default some social media platforms shorten lengthy URLs.

2.9.2 Users are advised to take caution and good judgment before clicking any shortened URLs published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine URLs are published, many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

## **2.10 Policy amendments**

2.10.1 We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

## **2.11 Updating information**

2.11.1 Please let us know if the personal information which we hold about you needs to be corrected or updated.

## **2.12 Contact**

2.12.1 If you have any questions about this privacy policy or our treatment of your personal information, please write to us by post to Victim Support Scotland, 15/23 Hardwell Close, Edinburgh, EH8 9RX.