

Privacy and Cookie Notice

Scottish Refugee Council is committed to protecting your privacy and being transparent about the collection and the use of your personal data.

The purpose of this statement is to explain how Scottish Refugee Council processes your data, whether you are using our services, interested in working or volunteering with us, making a donation or just browsing our website.

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1. USING OUR SERVICES

Scottish Refugee Council offers various services across the UK.

We are required to hold the details of the people who have requested our service in order to provide support. However, we only use these details to deliver the service the person has requested.

- **Advice Services:** Scottish Refugee Council offers our service users confidential advice in a number of locations. All service users are asked to sign a confidentiality mandate when joining our service. We record clients' personal details and information relating to their case on our Case Management System. Access to this database is restricted and all users adhere to Scottish Refugee Council's Confidentiality Policy. For contractual purposes, we keep the data archived for six years after the last contact with the client.
- **Training:** When you book onto a training course, your personal details such as (name, address, telephone number, e-mail, accessibility needs) are processed and retained internally by our Training Officer and the Finance Department. We use Google forms to book onto courses. Please see their [Terms of Service](#).

We keep your information for invoicing purposes. We might also keep your details to inform you of future training courses if consent is given from you to do this. We do not share your information with any third parties.

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After receiving training and payment has been processed, if you do not wish your personal details kept, please let us know by e-mailing data@scottishrefugeecouncil.org.uk.

- **Community Development Services:** When you join this service, your personal contact details (name, address, e-mail, telephone number) are processed and retained internally by our Community Development Team. We use your data to contact and inform you on community development related activities provided by the Scottish Refugee Council.

We record your details in our database. Access to this data is restricted to Community Development Team, who adhere to Scottish Refugee Council's Confidentiality Policy.

We do not share your details with any third parties without prior permission from you. We keep your data active for one year after the last contact before deletion.

If you wish to discuss retention of your personal details, please contact us by e-mailing data@scottishrefugeecouncil.org.uk

- **For general enquiries,** e-mails sent to info@scottishrefugeecouncil.org.uk will be forwarded to specific teams relevant to the enquiry. Your e-mail will be deleted from the info-mailbox four weeks after the date of receipt.

2. SUPPORTING OUR CAUSE

When you sign up to receive our newsletter, take part in a campaign action, attend an event or enquire about opportunities to support our work, we collect information that is needed in order to respond to your request.

The types of personal information we will ask you for and collect could include title, name, email address, postal address, telephone number or opinion about an issue. At the point of contact, we will also ask you if, and how, you would like us to contact you again.

When you make a donation, whether it is a single or regular donation, we will collect your name, address, and bank details to process the payments. We also ask for your contact details and choice of communication so that we can send you an acknowledgement of the transaction for your records as well as future correspondence on our work and the difference your donation makes.

We do not share data with any third parties and take all appropriate measures to ensure that any personal information we receive is kept on secure servers. Access to our servers is obtained through written permissions and is restricted to a small team of trained staff, who require a special login account to access the data.

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To communicate or raise money for our work, we also use online platforms such as Campaign Monitor, Charities Aid Foundation, Just Giving, Everyday Hero and Eventbrite. The privacy notices for these platforms can be viewed using the links below:

- [Campaign Monitor](#)
- [Charities Aid Foundation Privacy and Cookies](#)
- [JustGiving Privacy Policy](#)
- [Everyday Hero](#)
- [Eventbrite privacy policy](#)

You can withdraw your consent to receive communications from us at any time. This can be done in the following ways:

- E-mail: data@scottishrefugeecouncil.org.uk
- Telephone: 0141 223 7958
- Using unsubscribe link provided.

3. APPLYING TO WORK OR VOLUNTEERING WITH US

When you enquire on job or volunteer opportunities, we will ask for and collect information needed to process your application such as title, name, email address, postal address and contact telephone number.

Scottish Refugee Council is committed to ensuring equality of opportunity in its recruitment and employment practices so we also collect information about your age, disability, gender, employment status and ethnicity to help us with equal opportunities monitoring. All information you disclose will be treated confidentially and anonymously and will only be used for statistical and monitoring purposes. Scottish Refugee Council has a diverse workforce and we are committed to ensuring that our staff reflect the communities we serve. You are not required to give us this information, but by choosing to do so, you consent to the processing of this information by us.

We do not share data with a third party and we take all appropriate measures to ensure that any personal information we receive by applicants is kept on our secure system and is only accessed by our HR Administrator. Volunteer personal information is logged onto our volunteer database and is only accessed by our Volunteer Coordinators.

All information generated and accumulated during a recruitment process is stored for 6 months in line with the Data Protection Act 1998 and internal HR processes. After 6 months all information is disposed of securely.

4. BROWSING OUR WEBSITE

Cookies

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device - for example, computer or mobile phone. These include small files known as cookies but they cannot be used to identify you personally. These pieces of information are used to improve services for you through, for example:

- enabling a service to recognise your device so you don't have to give the same information several times during one task
- recognising that you may already have given a username and password
- for every web page requested measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they are fast

Google Analytics

Our website uses Google Analytics, a web analytics service provided by Google, Inc. ('Google'). Google Analytics uses cookies, which are text files placed on your computer, to help the website analyse how users use the site.

The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

You may refuse the use of cookies by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use the full functionality of our website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Scottish Refugee Council uses this information to find out how the site is being used, what is working and what we need to improve or change. We do this to ensure that your experience of using our website is as beneficial to you as possible.

Contact us:



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If you have any queries about Scottish Refugee Council's Privacy Notice, please contact: The Data Protection Officer, Scottish Refugee Council, Portland House, 17 Renfield Road, G2 5AH or email data@scottishrefugeecouncil.org.uk