

Privacy and Cookies Policy

Last updated 22 May 2018

We want everyone who supports us to feel confident about how we look after and use any personal information you share with us. This Privacy Policy sets out how we collect, use and store your personal information (this means any information that identifies or could identify you, including email addresses and IP addresses).

This policy may change and when we make changes we will add the updated version to our website and send an update to anyone still subscribed to our blog.

1. Data Controller

We are a "data controller" for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("DPRG"). We are responsible for and control the processing of personal information you provide to us.

2. How we collect information about you

We collect information from you in the following ways:

When you interact with us directly: This could be when you send us an email, make an order from our website, make a donation to us or subscribe to receive our blog.

When you interact with us through third parties: This could be if you provide a donation through a third party, such as Paypal or register for an event on Eventbrite, and provide your consent for your personal information to be shared with us.

When you visit our website: Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to host our information, issue blogs and sell our merchandise. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They confirm that they store your data on secure servers behind a firewall. They also confirm that direct payment gateways offered by Wix.com "adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers." Our website collects information when you visit it, as described under Section 9 below on cookies.

3. Information we collect and why we use it

Personal Information

Personal information we collect includes details such as your name, email address, postal address, telephone number and credit/debit card details (if you are making a purchase or donation), as well as information you provide in any communications between us. You may have given us this information whilst making a donation, registering for an event, placing an order on our website or through any of the other ways to interact with us.

We will use this information:

- To process your donations or other payments and verify any financial transactions.
- To provide the services or goods that you have requested.
- To update you with important administrative messages about your donation, an event or services or goods you have requested.
- When you volunteer with us, to administer the volunteering arrangement.
- When you subscribe to receive our blog, by holding your email address on a list of subscribers on our Wix website so that you receive the blog when it is published.

If you do not provide this information, we will not be able to process your donation, sign you up for a particular event or provide goods and services you have requested.

4. Legal basis for using your information

We will only use your personal information where:

we have your consent, for example where you have subscribed to receive our blog or have provided us with information in order to receive goods from us,

or

we have a 'legitimate interest', for example we have legitimate interest in assessing the effectiveness of our website for which purpose we use Wix and Google Analytics cookies which track use and provide anonymised analysis to us.

5. Sharing your Information

The personal information we hold about you will only ever be used by core GVS volunteers involved in running our website / filling orders / replying to emails.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

Legal disclosure

We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority).

6. Keeping your information safe

We take looking after your information very seriously. We've implemented appropriate measures to protect the personal information we have under our control, both on and off-line, from improper access or use.

Unfortunately, the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our websites may contain links to other sites. We are not responsible for the content or the privacy practices employed by other sites.

7. How long we hold your information for

We only keep it as long as is reasonable and necessary for the relevant activity for which you have provided it to us. For example, we will hold information related to an order via our website until a reasonable time after the order has been filled, to enable us to deal with any post-order queries about the goods provided.

8. Your rights

You have various rights in respect of the personal information we hold about you, including those set out below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting us by email at goveganscotland@gmail.com.

- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing to goveganscotland@gmail.com, and provide us with evidence of your identity.
- **Consent:** If you have given us your consent to use personal information you can withdraw your consent at any time. You can unsubscribe from our blog at any time by clicking the unsubscribe link on any of the emails you have received from our website or you can request this by emailing us at goveganscotland@gmail.com.
- **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.
- **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

9. Cookies

'Cookie' is a name for a small file, usually of letters and numbers, which is downloaded onto your device, like your computer, mobile phone or tablet when you visit a website.

They let websites recognise your device, so that the sites can work more effectively, and also gather information about how you use the site. A cookie, by itself, can't be used to identify you.

How do we use cookies?

We use cookies to distinguish you from other users of our website. This helps us to assess how our site is being used and improve it.

The cookies we use

We use two categories of cookies:

- Strictly necessary cookies are essential for you to move around our website and to use its features, like our shopping basket.
- Performance cookies collect anonymous information about how you use our site, like which pages are visited most.

Wix / Google Analytics

Our website uses “cookies” to help it run effectively and to collect information about how the site is being used so that we can learn from that and improve it. The site gathers general information, which might include which pages you visit most often and which services, events or information is of most interest to you. We may also track which pages you visit when you click on links in emails from us. We receive data analysis from Google Analytics and from Wix based on the data collected via these cookies, in an anonymous form.

Google Analytics is a data processor and confirms in its policies that it “collects first-party cookies, data related to the device/browser, IP address and on-site/app activities to measure and report statistics about user interactions on the websites and/or apps that use Google Analytics” and “uses IP addresses to derive the geolocation of a visitor, and to protect the service and provide security to our customers,” and “Google uses Google Analytics data to provide the Google Analytics measurement service to customers. Identifiers such as cookies and app instance IDs are used to measure user interactions with a customer’s sites and/or apps, while IP addresses are used to provide and protect the security of the service, and to give the customer a sense of where in the world their users come from.”