

# Privacy Policy

As part of our work, Kindred keeps sensitive information about you and your family and we are committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about anyone who uses our service or visits our website. The policy also explains how we use this information, the conditions under which we may share information with others, and how we keep it secure.

Updated versions of this policy will be available on our website.

Please feel free to ask questions regarding this policy and our privacy practices by emailing [enquiries@kindred-scotland.org](mailto:enquiries@kindred-scotland.org) or by writing to Kindred Advocacy, 7 Rutland Court Lane, Edinburgh EH3 8ES. Alternatively, you can telephone 0800 0315793 Option 1, Option 1.

## Who are we?

Our organisation, Kindred Advocacy, is a parent-led charity in Scotland dedicated to improving the lives of families of children with disabilities and life-long conditions. Kindred Advocacy is a registered Scottish charity (no. 000264) and a Scottish Company limited by guarantee (no. 409397). The registered address is 7 Rutland Court Lane, Edinburgh EH3 8ES.

## How do we collect information from you?

We obtain information about you when you by telephone and face to face meetings and through our website, and emails. For example, we collect information when you contact us about services, to make a donation, or if you are registered to receive news from us (e.g. as a member of Kindred Advocacy or of the Exceptional Families Project).

## What type of information is collected from you?

The personal information we collect might include your name, address, email address, telephone numbers and background information about your family situation, as well as information on your child's medical condition. We also retain information about assistance provided by Kindred to your family e.g. trust grant applications, benefits (particularly Disability Living Allowance), education, social work, housing and health.

We will never publish information which will identify your child unless we have your specific permission (and your child's permission if they are over age 13 and have capacity to consent). This means that we will take great care if we have information about your child which is unique (e.g. a genetic condition, or other identifying information).

If you have used our website we will have your IP address (*this is under review*), and information regarding what pages are accessed and when e.g. through Google Analytics (who have their own privacy statement). If you make a donation online to us through JustGiving, your card information is not held by us, it is collected by JustGiving as a third party payment processor, who specialise in the secure online capture and processing of credit/debit card transactions and have their own privacy policy.

## How is your information used?

We may use your information to:

- provide you and your family with useful and relevant support and information (please see our 'Advocacy Agreement');
- discuss support for you and your family with other service providers (if you have signed our 'Mandate' to give permission);
- report on our services to funders;
- process a donation that you have made;
- seek your views or comments on the services we provide;

- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities;
- process a job application.

We will ask for your consent for each of the above in the tick list on our 'Confidential Information' form.

We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity.

## Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Third Party Service Providers working on our behalf:** We use third party service providers for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service. Third party service providers that we use are Office 365, Trello, Survey Monkey, Mail Chimp, Bankline, NHS.net, Facebook and Twitter.

## Your choices

You have a choice about whether or not you wish to receive marketing information from us. If you do not want to receive marketing communications from us then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone, post or text message unless you have given your prior consent. You can change your marketing preferences at any time by contacting us by email [enquiries@kindred-scotland.org](mailto:enquiries@kindred-scotland.org) or telephone on 0800 0315793 (Option 1, Option 1).

## How you can access and update your information

If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [enquiries@kindred-scotland.org](mailto:enquiries@kindred-scotland.org) or by writing to Kindred Advocacy, 7 Rutland Court Lane, Edinburgh EH3 8ES. Alternatively, you can telephone 0800 0315793 Option 1, Option 1.

You have the right to ask for a copy of the information Kindred Advocacy holds about you.

You have the right to request that we delete all data that we hold about you and/or your family.

## Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

Once we receive your information, we make our best effort to ensure its security on our systems.

## Use of 'cookies'

Like many other websites, the Kindred Advocacy website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies off may result in a loss of functionality when using our website.

## Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website. If you linked to our website from a third party site, please be aware that we are not responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

## Transferring your information outside of Europe

The information which you provide to us is not transferred to countries outside the European Union (“EU”) and we have no plans to transfer data in future outside the EU.

## Review of this Policy

We keep this Policy under regular review.

This Policy was last updated in June 2018.