

Neighbourhood Watch Scotland Policy on the secure handling, use, storage & retention of personal information

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Introduction

At Neighbourhood Watch Scotland we are committed to protecting, safeguarding and respecting the privacy of both our website visitors, administrators and Neighbourhood Alert users.

This policy applies where we are acting as a data controller with respect to the personal data of our website visitors, administrators and Neighbourhood Alert users.

We will ask you to consent to our use of cookies in accordance with the terms of this policy when you first visit our website, OR, by using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

This policy explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

In this policy, "we", "us" and "our" refer to Neighbourhood Watch Scotland. For more information about us, see above.

The type of personal information we collect

We currently collect and process the following information:

- your name and contact details (including postal address, email address and telephone number)
- your year of birth
- questions, queries or feedback you leave
- your ethnicity, gender, religion, disabilities, interest groups and information provider preferences when you sign up to receive Alert messages by email
- how you use our emails - for example whether you open them and which links you click on
- information about your activities on our website is collected by Google Analytics and Wordfence. These include the time of the visit, pages visited, and time spent on each webpage, referring site details, the type of web browser, type of operating system (OS) Flash version, JavaScript support, screen resolution, network location and IP address.
- If you place an order through our website personal data is collected and stored by WooCommerce and includes email address, home address, name and phone number
- Credit Card information is collected and handled by PayPal
- any other personal information you have shared with us

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health, ethnicity and religion.

We do not collect sensitive data about you unless there is a clear and valid reason for doing so, data protection laws allow us to, and you consent to sharing that data with us.

Where appropriate, we will make it clear why we are collecting this type of information, what it will be used for and ask for your explicit consent to share it with us.

Your information is shared with Information Providers such as Police Scotland, Scottish Fire and Rescue Service, Local Authority, SGN, British Transport Police, Trading Standards Scotland and local Trading Standards.

Collection and Retention of Neighbourhood Alert Registration Information

You can register your contact details with Neighbourhood Watch Scotland to receive information and alerts via e-mail, telephone message, text message and post. You can register as part of a Neighbourhood Watch or as an individual. If you are able to access the internet, you will have access to your own details and you will be able to change or delete these as you see fit.

We will only request the information necessary for us to effectively communicate with you and for us to be able to accurately produce statistical information to help develop Neighbourhood Watch in Scotland.

Your information will be stored in a secure online environment, which has been awarded Cyber Essentials Plus accreditation, IASME Consortium Gold Certified, ISO 27001, ISO 14001 and ISO 9001 status as well as meeting the standards of Police Approved Secure Facility. It is accessible only by employees of Neighbourhood Watch Scotland and by system administrators representing the approved Information Providers. Full Terms and Conditions are available at the point of registration, and also as a downloadable document available [here](#).

Your information will be shared with approved Information Providers for the purposes of Neighbourhood Watch and the prevention and solution of crime and will not be shared with any other party without your explicit permission. Information Providers include Police Scotland, Scottish Fire and Rescue Service, Local Authority, SGN, British Transport Police, Trading Standards Scotland and local Trading Standards.

At your request, your personal information will be removed from the Neighbourhood Watch database and we will not contact you. We will audit the information we hold and you will be contacted to ensure the data we hold is correct and that you are still happy for us to hold it.

The information you provide when signing up to Neighbourhood Alert through our website is held and controlled by Neighbourhood Watch Scotland and processed on our behalf by VISAV Limited (VISAV), Sherwood Business Centre, 616a to 618a Mansfield Road, Sherwood, Nottingham, NG5 2GA.

How we get the personal information and why we have it.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Information you give us directly i.e. through our website or local Neighbourhood Watch web pages
- Information you give us indirectly e.g. that is entered onto our website or local Neighbourhood Watch web pages on your behalf by your Neighbourhood Watch Coordinator or Administrator
- When you visit our website
- When you register to receive Neighbourhood Alert messages
- Social media
- When you apply for a job with us
- When you tender for a contract with us
- *When you register as a Trustee or Board member
- *When you sign up to become a Voting member
- You attend one of our events

Becoming a *Trustee or member of Neighbourhood Watch is slightly different to registering on the Neighbourhood Alert system. As we are a Scottish Charitable Incorporated Organisation (SCIO) there is legislation governing the length of time we have to retain some basic information

about our members. Details of what information we require to keep and for how long are outlined in our constitution, which is available on our website, or by request.

We use the information that you have given us in order to:

- Issue Alert messages directly
- Contact you by email, address or phone and forward paperwork in relation to:
 - Board meetings
 - Annual General Meeting
 - Voting matters
 - newsletter circulations
 - problems with Watches that have registered
 - account problems with, or incomplete, Alert records
- Send invoices for goods ordered through our website shop, order form or directly by email
- Respond to queries you may have

How we store your personal information

Your information is securely stored by VISAV Ltd and Neighbourhood Watch Scotland. VISAV Ltd have Cyber Essentials Plus accreditation, are IASME Consortium Gold Certified and have ISO 27001, ISO 14001 and ISO 9001 status as well as meeting the standards of Police Approved Secure Facility. Neighbourhood Watch Scotland are Cyber Essentials accredited.

We keep all Trustee, Board and voting member details within SharePoint which is password protected. These details are kept for three years after any member has stood down. We will then dispose of your information by deleting old files and creating new ones when the time has lapsed.

Information within Neighbourhood Alert records are kept as long as records are active. When users delete their records the information is removed from the database and no longer available to Neighbourhood Watch.

Any queries received by email are kept within the email system for 1 year then archived for 7 years.

When you visit the Neighbourhood Alert website information is collected by Google Analytics and Wordfence. **These include:**

- Time of visit, pages visited, and time spent on each of the webpages
- Referring site details (such as the URI a user came through to arrive at this site)
- Type of web browser and type of operating system (OS) Flash version, JavaScript support, screen resolution.
- Network location and IP address.
- The placement of an order processes the email address, home address, name and phone number which is also stored by WooCommerce
- Credit card information is handled by Paypal

As with all financial data, accounts records are kept for seven years.

Under the General Data Protection Regulation (GDPR)

The lawful basis for processing this information are:

- Your consent. You are able to remove your consent at any time.
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We need it to perform a public task.
- We have a legitimate interest.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate.

You can also ask us to:

- delete the information we hold about you
- give you a copy of this information
- stop using your information for a period of time if you believe we are not doing so lawfully.

Please contact us using the details noted on the front page if you wish to make a request.

Other websites

Our website contains links to other websites. This privacy policy only applies to the Neighbourhood Watch Scotland website. If you click a link that directs you to another website, you should read their own privacy policies.

Changes to this Privacy Policy

Neighbourhood Watch Scotland may update this policy from time to time by publishing a new version on our website. You should check this page occasionally to ensure you are happy with any changes to this policy.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint using the contact details on the front page.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>