



Privacy Notice

Better Lives Partnership

This Privacy Notice outlines Better Lives Partnership's practices as a data controller. This Privacy Notice applies to anyone who interacts with us regarding our services by any method, (such as website, phone, email).

If you have any questions about this, please contact us at info@betterlivespartnership.org.uk.

Contacting our Data Protection Officer:

Data Protection Officer

Better Lives Partnership

Castle Douglas Community Centre

Cotton Street

Castle Douglas

DG7 1AJ

Email: info@betterlivespartnership.org.uk

How we collect personal information

We collect personal information from you when you:

- Submit a general enquiry form, donate, or otherwise provide us with personal information, whether online or via email, phone or post.

Categories of personal information

Standard personal information includes:

- contact information, such as your name, address, email address and phone numbers;
- the country you live in, your age and date of birth;
- information about your employment;
- details of any contact we have had with you, such as any complaints or incidents;
- financial details, such as details about your payments and your bank details;
- information about how you use our products and services;



- information about how you use our website including IP addresses or other device information (please see Cookies paragraph for more details).

Special category information includes:

- Information about your physical or mental health, including genetic information.

What we use your personal information for and our legal reasons for doing so

We process your personal information for the purposes set out in this Privacy Notice. We normally process standard personal information if this is necessary to provide the services set out in a contract, whether it is in our or a third party's legitimate interests or it is required or allowed by any law that applies. Please see below for more information about this and the reasons why we may need to process special category information.

By law, we must have a lawful reason for processing your personal information. We process standard personal information about you if this is:

- necessary to provide the services set out in a contract – that is, to provide you or your dependents with our support, services and education;
- in our, or a third party's legitimate interests – details of those legitimate interests are set out in more detail in the 'Legitimate interest' section below; or
- required or allowed by law.

We process special category information about you because:

- it is necessary for the purpose of providing you with the best support;
- it is necessary to establish, make or defend legal claims (for example, claims against us for insurance);
- it is necessary for a purpose designed to protect the public against dishonesty, malpractice or other seriously improper behaviour (for example, investigations in response to a safeguarding concern, a member's complaint or a regulator, such as the Information Commissioners Office, telling us about an issue);
- it is in the public interest, in line with any laws that apply;
- it is information that you have made public; or
- we have your permission. As is best practice, we will only ask you for permission to process your personal information if there is no other legal reason to process it. If we need to ask for your permission, we will make it clear that this is what we are asking for and ask you to confirm your choice to give us that permission. If we cannot provide a product or service without your permission (for example, we cannot manage and run a service without health information), we will make this clear when we ask for your



permission. If you later withdraw your permission, we will no longer be able to provide you with a service that relies on having your permission.

We may process information about your criminal convictions and offences (if any) as a result of anti-fraud and anti-money-laundering checks or to check other unlawful behaviour or carry out investigations with other insurers and third parties for the purpose of detecting fraud. We do this if it is necessary to prevent or detect a crime.

Legitimate interest

We process your personal information for a number of legitimate interests, including managing all aspects of our relationship with you, for marketing, to help us improve our services and in order to exercise our rights. More detailed information about our legitimate interests is set out below.

Considering your interests, rights and freedoms, legitimate interests which allow us to process your personal information include:

- to manage our relationship with you, our organisation and third parties who provide services for us;
- to provide services on behalf of a third party (for example, a local authority);
- to make sure that complaints are investigated and handled efficiently;
- to keep our records up to date and to provide you with marketing as allowed by law;
- to develop and carry out marketing activities and to show you information that is of interest to you (for example our newsletter), based on our understanding of your preferences;
- for statistical research and analysis so that we can monitor and improve our services and website;
- to contact you about market research we are carrying out;
- to monitor how well we are meeting our performance expectations;
- to enforce or apply our website terms of use, our notice terms and conditions or other contracts, or to protect our (or our customers' or other people's) rights, property or safety;
- to exercise our rights, to defend ourselves from claims and to keep to laws and regulations that apply to us and the third parties we work with;
- we may contact you by email, or messaging platforms such as WhatsApp, about our charitable activities, campaigns, and ways you can support us.



Marketing preferences

We may use your personal information to send you marketing through social media, messaging platforms such as WhatsApp, by email and by text.

We can only use your personal information to send you marketing material if we have your permission or a legitimate interest as described above.

If you do not want to receive emails from us, you can unsubscribe by contacting us on info@betterlivespartnership.org.uk If you do not want to receive texts, you can tell us by contacting us at any time. Otherwise, you can always contact our Data Protection Officer to update your preferences.

Data Protection Officer
Better Lives Partnership
Castle Douglas Community Center
Cotton Street
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Cookies

We use cookies to ensure that we give you the best experience on our website. We and our trusted partners use cookies and other technologies in our related services when you visit our Site.

A "cookie" is a small piece of information that a website assigns to your device while you are viewing a website. Cookies are very helpful and can be used for various different purposes. These purposes include allowing you to navigate between pages efficiently, enabling automatic activation of certain features, remembering your preferences and making the interaction between you and our Services quicker and easier.

The Site uses the following types of cookies:

- a. 'session cookies' which are stored only temporarily during a browsing session in order to allow normal use of the system and are deleted from your device when the browser is closed;
- b. 'persistent cookies ' which are read only by the Site, saved on your computer for a fixed period and are not deleted when the browser is closed. Such cookies are used where we need to know who you are for repeat visits, for example to allow us to store your preferences for the next sign-in;



c. 'third-party cookies' are set by other online services who run content on the page you are viewing, for example by third-party analytics companies who monitor and analyse our web access. These are only set depending on the visitor's consent choices

You may remove the cookies by following the instructions of your device preferences; however, if you choose to disable cookies, some features of our Site may not operate properly, and your online experience may be limited.

We also use a tool called "Google Analytics" to collect information about your use of the Site. Google Analytics collects information such as how often users access the Site, which pages they visit, when they do so, etc. We use the information we obtain from Google Analytics only to improve our Site and services. Google Analytics collects the IP address assigned to you on the date you visit sites, rather than your name or other identifying information. We do not combine the information collected through the use of Google Analytics with personally identifiable information. Google's ability to use and share information collected by Google Analytics about your visits to this Site is restricted by the Google Analytics Terms of Use and the Google Privacy Policy.

Sharing your information

We may share your information:

- with other staff and volunteers of Better Lives Partnership, in order to provide our services to you;
- people or organisations we have to, or are allowed to, share your personal information with by law (for example, for fraud prevention or safeguarding purposes);
- the police and other law-enforcement agencies to help them perform their duties, or with others if we have to do this by law or under a court order;

If we share your personal information, we will make sure appropriate protection is in place to protect your personal information in line with current data protection laws.

Transferring information outside the UK

Some messaging platforms such as WhatsApp may transfer and store your personal information outside of the UK. Please notify us if you would like your personal information to be removed from this method of contact.



How long we retain your personal information

We keep your personal information in line with set periods calculated using the following criteria:

- how long you have had a relationship with us, the types of services you have with us, and when you will no longer require to have a relationship with us;
- how long it is reasonable to keep records to show we have met the obligations we have to you and by law;
- Any time limits for making a claim;
- Any periods for keeping information which are set by law or recommended by regulators, professional bodies or associations;
- Any relevant proceedings that apply.

If you would like more information about how long we will keep your information for, please email us at info@betterlivespartnership.org.uk

Your rights

You have the right to access your information and to ask us to correct any mistakes and delete and restrict the use of your information. You also have the right to object to us using your information, to ask us to transfer information you have provided; to withdraw permission you have given us to use your information and to ask us not to use automated decision-making, which will affect you. For more information, see below.

- Right of access: you have the right to make a request for details of your personal information and a copy of that personal information.
- Right to rectification: you have the right to have inaccurate information about you corrected or removed.
- Right to erasure (right to be forgotten'): you have the right to have certain personal information about you deleted from our records.
- Right to restriction of processing: you have the right to ask us to use your personal information for restricted purposes only.
- Right to object: you have the right to object to us processing your personal information in cases where our processing is based on a task carried out in the public interest or where we have let you know it is necessary to process your information for our or a third party's legitimate interest. You can object to us using your information for direct marketing and profiling purposes in relation to direct marketing.



- Right to data portability: you have the right to ask us to transfer the personal information you have given us to you or to someone else in a format that can be read by computer.
- Right to withdraw consent: you have the right to withdraw any permission you have given us to handle your personal information. If you withdraw your permission, this will not affect the lawfulness of how we used your personal information before you withdrew permission, and we will let you know if we will no longer be able to provide you with your chosen service.

Please note, other than your right to object to us using your information for direct marketing, your rights are not absolute. This means they do not always apply in all cases, and we will let you know in our correspondence with you how we will be able to meet your request relating to your rights.

If you make a request, we will ask you to confirm your identity if we need to, and to provide information that helps us to understand your request better. We have one month from receiving your request to tell you what action we have taken.

In order to exercise your rights, please email us at info@betterlivespartnership.org.uk

Updates or amendments to this Privacy Policy

We reserve the right to periodically amend or revise this Privacy Notice; material changes will be effective immediately upon the display of the revised Privacy Notice. Your continued use of our website constitutes your acknowledgment and consent of such amendments to the Privacy Notice and your agreement to be bound by the terms of such amendments.

How to complain

You can always make a complaint if you are unhappy with the way we have used your data by contacting us at info@betterlivespartnership.org.uk and we will provide you with our Data Protection Complaints Form.

You can also complain to the ICO if you are either unhappy with how we responded to your complaint or 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