

# Tayside Bat Group

(A partner group of the Bat Conservation Trust)

## Privacy Policy

### 1. INTRODUCTION

Tayside Bat Group (TBG) is committed to protecting your privacy and security. This policy explains how and why we use your personal data.

From May 2018, TBG will ask its supporters to “opt-in” for all communications in accordance with the General Data Protection Regulation. – requiring you to give us your consent about when and how we can make contact (email, facebook message or post).

You can decide not to receive communications or to change how we contact you at any time. If you wish to do so, or if you have questions about this policy, please contact TBG by emailing [taysidebatgroup@gmail.com](mailto:taysidebatgroup@gmail.com) or through our facebook page.

We will never sell your personal data.

### 2. ABOUT US

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by the TBG, who will act as data controller. TBG is a non-profit organisation that qualifies for exemption for registration with the ICO.

### 3. WHAT INFORMATION WE COLLECT

#### Information created by your involvement with TBG

Your activities and involvement with TBG will result in personal data being created. This could include details of how you've helped us by volunteering or being involved with our campaigns and activities.

If you decide to donate to us then we will keep records of when and how much you give to a particular cause.

#### Information

We may receive personal data as a result of our own analysis, or from third parties, or from public databases, or from public news media (which can all result in new personal data being created). We may collect information from social media where you have given us permission to do so.

### **Sensitive personal data**

We do not normally collect or store sensitive personal data (such as information relating to health, beliefs or political affiliation) about volunteers, employees or members.

### **Personal data you provide**

We collect data you provide to us. This includes information you give when joining or registering, or bat records such as roost details/grounded bat details.

For example:

- personal details (name, email, address, telephone etc.) when you join as a member or supporter;
- roost details including grid reference, address, species of bat and details of roost when giving us bat records

### **Volunteer**

If you are a volunteer (whether specifically for TBG, or if you are helping us for other reasons) then we may collect extra information about you (e.g. references, criminal records checks, details of emergency contacts, medical conditions etc.). This information will be retained for legal reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes.

### **Young people**

If your child is under 18, we'll only use his or her personal data with your consent. This means that, for example, if your child wants to have his or her name or picture featured in our newsletter or on our website, we'll need you to confirm you're happy for us to do so. This will normally be done verbally.

## **4. HOW WE USE INFORMATION**

We only ever use your personal data with your consent, or where it is necessary in order to:

- enter into, or perform, a contract with you;
- comply with a legal duty;
- protect your vital interests;
- promote our own (or a third party's) lawful interests, provided your rights don't override these.

In any event, we'll only use your information for the purpose or purposes it was collected for (or else for closely related purposes):

### **Marketing**

We use personal data to communicate with people, to promote the TBG and to help with fundraising. This includes keeping you up to date with our news, updates, campaigns and fundraising information.

### **Administration**

We use personal data for administrative purposes (i.e. to carry on our charity and conservation work). This includes:

- receiving donations (e.g. direct debits or gift-aid instructions);
- maintaining databases of our volunteers, members and supporters;
- performing our obligations under membership contracts;
- fulfilling orders for goods or performing services (such as putting up bat boxes);

### **Internal research and analysis**

We may carry out analysis on our supporters, donors and volunteers opinions, to help inform our approach towards campaigns and strategy.

## **5. COMMUNICATIONS**

When you receive a communication, we may collect information about how you respond to or interact with that communication, and this may affect how we communicate with you in future.

### **Newsletters and magazines**

Newsletters (currently email only) are provided as a benefit to our members. We send these out to all our members (unless you specifically ask us not to) and they may include fundraising information.

### **Fundraising**

As a charity, we rely on donations and support from others to continue our conservation work. From time to time, we will contact members and supporters with fundraising material and communications.

## **6. HOW WE PROTECT DATA**

Electronic data and databases are stored on password protected computer systems and we control who has access to information (using both physical and electronic means).

Our website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company 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.

### **Payment security**

If you use a credit card to purchase a membership or purchase something on-line we will pass your credit card details securely to our payment provider

We cannot guarantee the security of your home computer or the internet, and any online communications (e.g. information provided by email or our website) are at the user's own risk.

## **7. COOKIES AND LINKS TO OTHER SITES**

### **Cookies**

Our website may use local storage (such as cookies) to provide you with the best possible experience.

## **8. STORAGE**

### **Where we store information**

The TBG's operations are based in the UK. Some service providers (such as Apple or Microsoft) may transfer personal data outside of the EEA, but they can only do so your data is adequately protected.

### **How long we store information**

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing emails, we will stop storing your emails for marketing purposes (though we'll keep a record of your preference not to be emailed).

## **9. KEEPING YOU IN CONTROL**

You have the right to:

- confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request);
- have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- have inaccurate data rectified;
- object to your data being used for marketing or profiling; and
- to receive (where technically feasible) any personal data you have provided to us

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

### **Complaints**

You can complain to the TBG directly by contacting us on [taysidebatgroup@gmail.com](mailto:taysidebatgroup@gmail.com).

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK.

**Links to other sites**

Our website may contains hyperlinks to many other websites. We are not responsible for the content or functionality of any of those external websites

**10. CHANGES TO THIS PRIVACY POLICY**

We'll amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be posted on our website.

This Privacy Policy was last updated on 19<sup>th</sup> May 2018.