

Scottish Mountain Rescue General Data Protection Regulation



Privacy Notice for individual supporters of Scottish Mountain Rescue.

Thank you for your support of Scottish Mountain Rescue, your support is vital to our continued success saving lives in the wild places of Scotland.

Scottish Mountain Rescue (SMR) is a membership organisation, our members are 24 independent Mountain Rescue Teams (MRTs).

SMR is a registered charity, operates under a constitution and works to represent, facilitate and support individual MRTs so that those teams may focus on assisting people in need.

By receiving your donation SMR has come in to possession of personal data relating to you. Depending on the way we have received your donation this may include your name, postal and/or email address and other pieces of information.

We are serious about protecting the personal information we hold. This privacy notice sets out how we will use that data, who we will share it with, how we secure it and the rights of the individuals whose data we hold.

The information SMR collect

We collect information about our supporters that is relevant to their involvement with SMR whether that is through fundraising, events, donating, or through a third party site such as just giving. Information may include their name, postal or e-mail address, telephone or mobile number and whether or not they are a taxpayer so we can claim gift aid.

Why we need to hold personal information

We will hold and process the personal information to process your donation.

We will use your personal data to acknowledge receipt and thank you for your support.

We may send our supporters marketing information about the work of Scottish Mountain Rescue and our fundraising.

We will record information from supporters when they tell us that they wish to opt-in or opt-out of specified communication and to act according to these wishes.

To analyse fundraising activity to improve performance and inform future fundraising strategies.

Scottish Mountain Rescue will only contact supporters for marketing purposes – for example to keep people up-to-date on our work, or let them know of ways in which they can support that work – where we have their consent or we are otherwise allowed to do so:

- We will send supporters marketing information, including newsletters, event information and fundraising appeals, by post if we have a legitimate interest in doing so, unless a supporter has opted-out of receiving these communications.
- We will send supporters marketing information including newsletters, event information and fundraising appeals by email if a supporter has opted-in to receiving this type of communication.
- We will stop sending supporters marketing information if they ask us not to by either contacting us directly, unsubscribing using the unsubscribe button included on every email sent on our marketing communications or by completing and returning a 'remove me from your mailing list' tear-off slip included in our mailings

Other uses of your personal information

We may ask if we can process personal information for other purposes. If we do so we will provide relevant additional privacy information at that time.

Who we share personal data with

We may be required to share personal data with statutory or regulatory authorities to comply with statutory obligations.

In the event we share data then within the meaning of the GDPR we are the data controller and the organisation we share data with is the data processor. Data is only shared for specific purposes related to the functions of SMR. We will take reasonable steps to ensure that recipients process personal data that we share in accordance with the purpose of SMR and in relation to the provision of MR in Scotland.

In addition, Scottish Mountain Rescue currently contracts with the following organisations who manage data on our behalf. Stripe and Go Cardless manage all financial transactions made through the Scottish Mountain Rescue website. The charity uses Donorfy as its database to store and manage personal information. The charity uses Mailchimp as its e-communications platform to send out our supporter e-newsletter and other news. All these organisations have their own privacy policies in place, and all are covered by GDPR legislation to ensure your personal information remains secure.

If you have specified that all or part of your donation is for a particular mountain rescue team or teams we will forward your donation as specified. We will also share your personal data with specified team or teams so that they may acknowledge receipt and thank you.

Other than forwarding to specified team or teams or unless required by statutory or regulatory authority we will not share your data with any other party for any reason.

How we protect personal information

The Office 365 system employed by SMR uses servers based in the UK. Other personal information is stored on secure systems compliant with GDPR regulations. Personal data is accessed by staff and volunteers including Executive members, only for purposes consistent with the constitution of SMR and for the furtherance of MR in Scotland.

How long will we keep personal data?

We retain personal data related to donations in accordance with accounting regulations. We will keep your personal data for 6 years after the end of the financial year in which the donation is made.

What rights does the individual have?

For all personal data we hold the individual may

- Change their communication preferences or restrict processing of their personal data in relation to specific purposes.
- Request amendments to the data we hold if they believe it is inaccurate or incomplete
- Request that we delete personal data
- See the personal data we hold by making a “subject access request.”

To make any of these changes or to make a subject access request people can email us on info@scottishmountainrescue.org, call us on 01479 861370 or contact us in writing at SMR, Glenmore Lodge, Glenmore, Aviemore, PH22 1QZ.

If you have cause for concern about how we handle data as described above, you have the right to raise a complaint with the Information Commissioner’s Office www.ico.org.uk