



## **Eric Liddell Centre** **Data Privacy Policy**

It's important to us at the Eric Liddell Centre that we are ensuring that individual's rights and personal freedoms in terms of their personal information are upheld and respected at all time. The following privacy notices are to enable you to feel confident that the Eric Liddell Centre is being transparent and accountable.

### Visitors to our websites

When you visit our website [www.ericliddell.org](http://www.ericliddell.org) your details are not identifiable in any way to us, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This helps us to consider the type of information visitors are interested in. We use a third party to support us with the maintenance of our website, this company has not access to any personal data.

### Volunteering applications

When you apply for a volunteering position at the Eric Liddell Centre via our online application process, your personal information gathered for recruitment purposes is forwarded to our administrative team, who then forward this onto the volunteer coordinator. Your information is not held on the website and is deleted and destroyed within 3 months if you are not successful in your application and no relevant vacancies become available in this time period.

### Donations online

Thank you for considering a donation to the Eric Liddell Centre. All online donations to the Eric Liddell Centre are made via JustGiving, your information is held by JustGiving in accordance with their privacy policy. Please consult this when donating.

### Newsletter subscriptions

When you subscribe to receiving newsletters from the Eric Liddell Centre, your email address is sent to our administrative team, who store your email address, with no other personal data, for the purposes of sending you a digital version of our newsletters. To unsubscribe please email with the heading "Unsubscribe Newsletter" to [info@ericliddell.org](mailto:info@ericliddell.org) and it will be removed from our files.

## **Visitors to our Centre:**

### Closed Circuit Television

CCTV is in operation at the entrance of Eric Liddell Centre and five other locations in the building, these images are recorded for security purposes and are held for 3 months, on the digital recorder's hard drive. These images are not shared with third parties, unless an incident is reported to the police. Privacy notices are in place within the Centre to ensure that all users of the Centre are aware that their images are being recorded.

### Signing in book

Staff and visitors are required to sign in to the Eric Liddell Centre signing in sheets at reception on entering and exiting the building. In the event of a fire or emergency evacuation, this list would be handed to the fire marshal/fire officers, who will use this as a basis for checking if anyone has potentially been left in the building. The sheets are shredded and disposed of through confidential waste processes at the end of each day.

### People who contact us via social media

We manage all our social media in house and so not use a third-party provider to look at our interactions.

If you send us a private or direct message via social media the message will be stored for 3 months. It will not be shared with any other organisations. An Eric Liddell Centre contact email address or phone number may be provided in response depending on the nature of your message. However, please refer to Facebook/Twitter's privacy policies before sending any messages if you have any concerns.

### People who call our Front desk

When you call the Eric Liddell Centre front desk, reception does not digitally store caller information. We will forward your call to the appropriate person or email your query to the appropriate Eric Liddell Centre team member. Please see the email notice below.

### People who email us

We welcome email contact from anyone interested in the work Eric Liddell Centre does. We hold onto email correspondence for the limit of time the query of response takes to be completed. We regularly monitor our email in and sent boxes and delete emails on a regular basis of 3 months.

We will monitor any emails sent to us, including attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

### People who make a complaint to us

The Eric Liddell Centre is always open to improving our services and treat comments and complaints with the sensitively and consideration they deserve. When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in any way that would identify anyone.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

#### People who use Eric Liddell Centre services

The Eric Liddell Centre offers various services to the public.

We hold the details of the people who have requested the service. However, we only use these details to provide the service the person has requested and for other closely related purposes.

#### Job applicants, current and former ELC employees

The Eric Liddell Centre is the data controller for all the information you provide during the recruitment process unless otherwise stated. If you have any queries about the process or how we handle your information, please contact us at [info@ericliddell.org](mailto:info@ericliddell.org)

#### What will we do with the information you provide to us?

All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary. We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

#### What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. Information is deleted or destroyed after a maximum of 6 months.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we have asked for but it might affect your application if you don't.

#### Application stage

We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

#### Shortlisting

Our recruiting managers shortlist applications for interview. They will not be provided with your name or contact details at this stage in the process.

## Interviews

We may ask you to attend an interview. Information may be generated by you and by us, in the form of notes against the persona specification for the role. This information is held by the Eric Liddell Centre. If you are unsuccessful after interview for the position you have applied for, we will retain your details for 6 months.

## Conditional offer

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- You may be required to complete a PVG (protection of vulnerable groups) application form, which is then sent to Disclosure Scotland for processing, via our verifying partner, volunteer Scotland.
- We will contact your referees, using the details you provide in your application, directly to obtain references.

If we make a final offer, we will also ask you for the following:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work

## Your rights

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

## Personal Information Complaints or queries

Eric Liddell Centre tries to meet the highest standards when delivering service to our community as well as when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy policy has been developed to be as concise and detailed as possible to give you informed choice on how you may want to engage with our services. We hope you

have found it helpful. It does not however provide exhaustive detail of all aspects of the Eric Liddell Centre's collection and use of personal information. We are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you can contact us in our capacity as the data controller at [info@ericliddell.org](mailto:info@ericliddell.org) or with the ICO in their capacity as the statutory body which oversees data protection law – [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).

### Access to personal information

The Eric Liddell Centre tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the Eric Liddell Centre for any personal information we may hold you need to put the request in writing addressing it to our Data Protection Officer, at [info@ericliddell.org](mailto:info@ericliddell.org) or by writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the Data Protection Officer.

### Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned eg. the Care Inspectorate, OSCR or SSSC and with other relevant bodies. Further information is available in our data protection policy.

### Links to other websites, eg. Just Giving

This privacy notice does not cover the links within this website linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 25<sup>th</sup> May 2018.

### How to contact us

If you want to request information about our privacy policy, you can email us at [info@ericliddell.org](mailto:info@ericliddell.org) or write to:

Eric Liddell Centre  
15 Morningside Road  
Edinburgh EH10 4DP