

Privacy Policy



At Compass, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal and sensitive (where necessary) information about people who use our services, therapies and treatments; who become members; who make payments; donate and fundraise for us, and how we use it, and also the conditions under which we may disclose it to others and how we keep it secure.

Our legal basis for processing personal and sensitive data is by Legitimate Interest: Article 6(1) (f) and special category (sensitive data) Article under 9(2) (d) of General Data Protection Regulation.

Any questions regarding this policy and our privacy practices should be sent by email to nancy@wearecompass.org.uk or in writing to Nancy Campbell, Compass. Therapy. Support. Community., 40c Swanfield, Edinburgh EH6 5RX. Alternatively, you can telephone 0131 554 5384.

Section 1: Who are we?

We're an independent charity specialising in providing practical self-management support, therapies, treatments and activities for people living with neurological and long-term health conditions. Compass is a registered Scottish charity (no. SC014991) and company limited by guarantee (no.SC122837). Registered address is 40c Swanfield, Edinburgh, EH6 5RX.

Notification

Our data processing activities will be registered with the Information Commissioner's Office (ICO) as required of a recognised Data Controller. Details are available from The Information Commissioner's Office, 45 Melville Street, Edinburgh, EH3 7HL. Telephone: 0303 123 1115. Email: Scotland@ico.org.uk
<https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/>

Changes to the type of data processing activities being undertaken shall be notified to the ICO and details amended in the register. Breaches of personal or sensitive data shall be notified immediately to the individual(s) concerned and the ICO.

Section 2: Personal and Sensitive Data:

All data within Compass's control shall be identified as personal, sensitive or both to ensure that it is handled in compliance with legal requirements and access to it does not breach the rights of the individuals to whom it relates.

The definitions of personal and sensitive data shall be as those published by the ICO for guidance:

<https://ico.org.uk/for-organisations/guide-to-data-protection/key-definitions/>

The principles of the General Data Protection Regulation (GDPR) shall be applied to all data processed:

- fairly and lawfully.
- obtained only for lawful purposes and is not further used in any manner incompatible with those original purposes.
- accurate and, where necessary, kept up to date.
- adequate, relevant and not excessive in relation to the purposes for which it is processed.
- not kept for longer than is necessary for those purposes; processed in accordance with the rights of data subjects under the GDPR.
- protected by appropriate technical and organisational measures against unauthorised or unlawful processing and against accidental loss, destruction or damage.
- not transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection of the personal information.

Fair Processing/Privacy Notice

We shall be transparent about the intended processing of data and communicate these intentions via notification to staff, volunteers and clients prior to the processing of individual's data. Notifications shall be in accordance with ICO guidance and, where relevant, be written in a form understandable by those defined as 'Children' under the legislation.

<https://ico.org.uk/for-organisations/guide-to-data-protection/privacy-notice-transparency-and-control/>

The intention to share data relating to individuals to an organisation outside of our organisation shall be clearly defined within notifications and details of the basis for sharing given. Data will be shared with external parties in circumstances where it is a legal requirement to provide such information.

Any proposed change to the processing of individual's data shall first be notified to them

How do we collect information from you?

We obtain information about you when register to access and use our services, therapies and treatments by completing our client registration form, and/or donating (Gift Aid Form), become a member (Membership Form) or doing a fundraising event (Sponsorship Form) for us.

Why we collect information?

Information collected during Client Registration process: we need you to provide us with some personal, health and medical related information as this enables us to assess your

individual needs and provide you with the most appropriate and suitable therapies.

Compass uses your personal data to:

- provide a range of services to you;
- make our website and other social media content available to you;
- verify your identity;
- to contact you with your agreement electronically about promotional offers and services which may interest you;
- research our demographic and to better understand your needs;
- to enable Compass to manage service interactions with you;

Consent

In general, we only rely on consent as a legal basis for processing in relation to sending direct marketing communications to customers via email or text message. Individuals have the right to withdraw consent at any time. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

Newsletters, updates about Compass and fundraising activities:

Information collected for donating and/or fundraising: we need you to provide information for HMRC Gift Aid and Fundraising standards purposes. Information collected on Membership forms.

We use your personal data for electronic marketing purposes (with your consent) and may send you posted mail or electronic messages to update/inform you on the latest news or events of interest. You have the right to opt out of receiving promotional communications at any time, by making use of the simple “unsubscribe” link in emails or contacting us via the contact channels set out in this notice.

Cookies on our website

Our websites use cookies to collect information. This includes information about browsing behaviour by people who access our website, the pages viewed and the customer journey around our site. Our website is not knowingly used for 3rd party advertising. You can remove or disable cookies at any time - see our cookie policy for further information.

Who has access to your information:

In order to make certain services available to you, we may need to share your personal data with some of our service partners. These may include HMRC, cloud storage and IT providers. Compass only allows its service providers to handle your personal data when we have confirmed that they apply appropriate data protection and security controls. We also impose contractual obligations on service providers relating to data protection and security, which mean they can only use your data to provide services to Compass and to you, and for no other purposes.

We may share your data with:

- credit reference agencies where necessary for card payments;
- governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so: -
- to comply with our legal obligations; to exercise our legal rights (for example in court cases);
- for the prevention, detection, investigation of crime or prosecution of offenders;
- for the protection of our employees and other users of our services.

Section 3: Your Rights

You should ensure that the information we collect and hold in relation to you is accurate and kept up to date; this includes personal, health, medical and pharmaceutical. If you would like to review the information, we have collected on you at any time, then please see contact below.

You also have the right to have the information erased if we do not have a legitimate reason for retaining same. We will accede to any such valid requests within 30 calendar days of the receipt of a valid request in writing. Please note to adhere to our legal requirements and the recommended minimum retention periods for health records. Your information will be anonymised and archived but retained for a maximum period of 6 years.

You have the right to be given a copy of any information held by us about you. We will provide the requested information to you within 30 calendar days of the receipt of a valid request in writing. We might request that you provide additional information to enable us to identify your personal data and/or to verify your identity.

Section 4: What type of information is collected from you?

The personal information we collect will include your name, address, date of birth, telephone number (landline & mobile), email address, next of kin and gender. The health and medical information will include your GP details, Consultant details (if applicable), diagnosis and symptom information, specific information about your care arrangements (if applicable), health condition/s, mobility issues and medications, prescribed and herbal. Payment and/or donation information is collected by us, and electronic payments (Card Payments) are collected by our third-party payment processors, who specialise in the secure processing of credit/debit card transactions. The intention to share data relating to individuals to an organisation outside of our organisation shall be clearly defined within notifications and details of the basis for sharing given. Data will be shared with external parties in circumstances where it is a legal requirement to provide such information.

How is your information used?

We may use your information to:

- assist in providing you with access to our services, therapies and treatments.
- assist you in making bookings for services, therapies and treatments.
- process a donation that you make.
- process a payment for services, therapies and treatments.
- seek your views or comments on the services we provide.
- notify you of changes to our services.
- send you communications which you have requested and that may be of interest, this may include information about campaigns, appeals, other fundraising.
- report processing and/or a grant or job application.

Legal Basis for processing Personal Data

Compass collects and uses customers' personal data because it is necessary for:

- the pursuit of our legitimate charitable interests

- the purposes of complying with our duties and exercising both your and our contractual obligations
- complying with our legal obligations

Our legitimate interests

- promoting and supplying services to our service users
 - protecting service users, employees and other individuals and maintaining their safety, health and welfare
 - promoting, marketing and advertising our products and services
 - understanding our contacts' behaviour, activities, preferences, and needs
 - improving existing products and services and developing new products and services
 - complying with our legal and regulatory obligations
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- preventing, investigating and detecting crime, fraud or anti-social behaviour and prosecuting offenders, including working with law enforcement agencies
 - handling service user contacts, queries, complaints or disputes
 - managing insurance claims
 - protecting Compass Therapy Support Community Ltd, its employees and clients, by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to us and our staff
 - effectively handling any legal claims or regulatory enforcement actions taken against us
 - fulfilling our duties and obligations to our service users, colleagues, donors, beneficiaries and other stakeholders.

How long is your data retained?

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example HMRC on the collection of Gift Aid, and the retention of health-related records). We will not retain your data for longer than necessary for the purposes set out in this notice. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is seven years.

How you can update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. If you change your address, GP, medications and/or email address, or any of the other information we hold is inaccurate or out of date, please email us at: administrator@wearecompass.org.uk or write to us at: Compass, 40c Swanfield, Edinburgh EH6 5RX

Photography and Video

Images of staff, volunteers and clients may be captured at appropriate times and as part of centre activities for use in Compass's promotional and marketing material for use on our website, reports and publications. Unless prior consent is provided from clients, volunteers and staff has been given, Compass shall not utilise such images for publications or communications.

Section 5: Who has access to your information?

- We will not sell or rent your information to third parties.
- We will not share your information with third parties for marketing purposes.

Third Party Service Providers working with us:

We only pass your information to other service providers with your CONSENT, such as NHS medical, clinical professionals, and/or Health & Social agencies, and other associated organisations for the purposes of providing specialised health related services, advice and/or information. However, when we use other service providers, we disclose only the personal and/or health information that is necessary to deliver the service and we ensure that they have in place secure data processing and retention processes and policies. Please be reassured that we will not release your information to third parties beyond Compass Network for them to use for their own direct marketing purposes, unless we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Section 6: Security

We endeavour to use industry standard data security measures to protect your information and to prevent the loss, misuse, or alteration of any information in our control. However, the transmission of information via the internet is not completely secure and we cannot guarantee that all your private communications and other personally identifiable information will never be disclosed. However, we will use our reasonable endeavors to ensure that such information is kept as secure as possible.

Security precautions in place to protect the loss, misuse or alteration of your information

In order to assure the protection of all data being processed and inform decisions on processing activities, we shall undertake an assessment of the associated risks of proposed processing and equally the impact on an individual's privacy in holding data related to them.

Security of data shall be achieved through the implementation of proportionate physical and technical measures. Nominated staff shall be responsible for the effectiveness of the controls implemented and reporting of their performance.

The security arrangements of any organisation with which data is shared shall also be considered and these organisations shall provide evidence of the competence in the security of shared data. When you give us personal and or sensitive information, we take steps to ensure that it's processed and retained securely.

All personal and sensitive information is stored securely on Compass client database. Appropriate technical and organisational measures are taken against unauthorized or unlawful processing of personal and sensitive data and against accidental loss or destruction of, or damage to personal and sensitive data. Only authorized Compass staff can access, alter, disclose, or destroy personal and sensitive data.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you

transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

How you can help protect your Data

We will never ask you to confirm any bank account or credit card details via email. If you receive an email claiming to be from Compass asking you to do so, please ignore it and do not respond to it. If you are using a computing device in a public location, we recommend that you always log out and close the website browser when you complete an online session. In addition, we recommend that you take the following security measures to enhance your online safety:

- Keep your account passwords private. Remember, anybody who knows your password may be able to access your information
- When creating a password, use at least 16 characters. A combination of letters, symbols and numbers is best. Or use a combination of unrelated words.
- Try not to use easy to guess words like your name, email address, or other personal data that can be easily obtained

- Hackers will often find information about you from social media sites so be careful what information you publish.
- We also recommend that you frequently change your passwords.
- Avoid using the same password for multiple online accounts.

Data Disposal

Compass recognises that the secure disposal of redundant data is an integral element to compliance with legal requirements and an area of increased risk.

- All data held in any form of media (paper, tape, electronic) shall be disposed of using secure disposal procedures.
- All data shall be destroyed or eradicated to agreed levels meeting recognised national standards, with confirmation at completion of the disposal process.
- Disposal of IT assets holding data shall be in compliance with ICO guidance:

https://ico.org.uk/media/for-organisations/documents/1570/it_asset_disposal_for_organisations.pdf

Children

We protect the privacy of children. For children aged under 13, where appropriate, and dependent upon the child's cognitive/health capacity, parents/guardians must complete client registrations and consent forms on behalf of the child. We obtain parental consent to the processing for children who are under the age of 13, and make reasonable efforts (taking into account the available technology and risks inherent in the processing) to verify that the person providing consent holds parental responsibility for the child.

Transferring your information outside of the UK.

To deliver a full range of services to you, it may be necessary for Compass to share your data outside of the UK. This will typically occur when service providers are located outside the UK or if you are accessing our services from outside the UK. These transfers are subject to special rules under data protection legislation. If this happens, we will ensure that the transfer will be compliant with data protection law and all personal data will be secure.

Our standard practice will be to use 'standard data protection clauses' which have been approved for such transfers, often abbreviated to SCC's. The SCCs contain contractual obligations on the data exporter and the receiver, and rights for the individuals whose personal data is transferred. Individuals can directly enforce those rights against the data importer and the data exporter.

Review of this Policy. We keep this Policy under regular review. This Policy was last updated on 09/01/2024

