

Lochaber Women's Aid

Summary Privacy Notice

What is a privacy notice?

Lochaber Women's Aid (LWA) wants to ensure you understand how we process your personal data. We are also required by data protection regulations to explain certain matters to you. For brevity and clarity, this Summary Privacy Notice sets out the key elements of that explanatory information. For the full explanatory information please ask to see our Full Privacy Notice.

This Summary Privacy Notice tells you the key elements of what to expect when LWA collects personal information. It applies to information we collect about:

- People who use our services, including
- People who contact us via social media
- People who email us
- People who make a complaint to us; and
- People who support our service.

Our lawful basis for processing data

The lawful basis upon which we collect, and process personal data is legitimate interests. We need to provide evidence of the work we have done to our funders and our data processing enables us to do this effectively.

Your rights

You have certain rights in relation to the personal data which we process about you:

- You have the right to be provided with clear, transparent, and easily understandable information about how we use your personal data and your rights; therefore, we are providing you with this privacy notice.
- You can request to access your personal data.
- You have the right to restrict some processing of your personal information, which means that you can ask us to limit what we do with it.
- Subject to certain limitations (normally where there is a continuing need for us to process the data), you can object to the processing of your personal data, or you can request that it be erased.
- Where we hold data that is inaccurate, you can ask us to complete or rectify this.
- You also have the right to complain.

People who use our services

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

When you call LWA for support, we will collect personal information about you and will make notes of the content of your call and will record these on our secure case management system. This is to enable us to provide our service and allow call takers to work with you on future calls.

People who contact us via social media

We have a Facebook page and a Twitter account. Please be aware that these pages are public and if you contact us via the public elements of these social media, the content of your enquiry will be public.

People who email us

Email communication from service users and any replies that we make are copied into the service users own file within our secure case management system. We only communicate by email with service users who have given permission for this.

People who make a complaint to LWA

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.

People who support LWA

Any personal information that is provided by individuals to support LWA will be retained for the periods stated in our Main Privacy Notice.

Individuals connected to people who use our services

We process the personal data of individuals connected to people using our service to provide our service and to identify risks to those we work with.

Complaints or queries

LWA tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. If you want to make a complaint about the way we have processed your personal information, you can contact us at lwa@lochaberwomensaid.org. If you are unhappy with our response, you can complain to the ICO in their capacity as the statutory body which oversees data protection law – www.ICO.org.uk/concerns.

Access to personal information

LWA 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 GDPR (General Data Protection Regulation).

Disclosure of personal information

We disclose personal information where we have a statutory duty to do so to protect you, prevent harm to someone else, for example a child, or prevent or detect a crime.

Right to be forgotten

You have the right to have the personal data that we retain about you erased under the circumstances stated in our Full Privacy Notice.

For more information please contact us and request to view the Privacy Statements below

- Full Privacy Statement
- Privacy Statement - Employment
- Privacy Statement - Service Users
- Privacy Statement - Young People
- Privacy Statement - Children
- Privacy Statement - Parental Responsibilities
- Privacy Statement - Volunteers

How to contact us

If you have any questions or concerns about any information in this privacy notice, you should contact us at lwa@lochaberwomensaid.org or on 01397 705734.