



**Blythswood**  
CHANGING LIVES FOR GOOD AND FOREVER

# PRIVACY POLICY

---

HEAD OFFICE: HIGHLAND DEEPHAVEN, EVANTON, ROSS-SHIRE SCOTLAND IV16 9XJ  
T: 01349 830777  
E: [info@blythswood.org](mailto:info@blythswood.org)  
[blythswood.org](http://blythswood.org)

NORTHERN IRELAND OFFICE:  
T: 028 93 349 859  
E: [enquiries.ireland@blythswood.org](mailto:enquiries.ireland@blythswood.org)

Registered with and regulated by Office of the Scottish Charity Regulator (OSCR): SC048001  
Northern Ireland Registered Charity: NIC 104515 Registered Company: NI050683



## **PRIVACY POLICY CONTENTS PAGE**

### **CONTENTS**

### **PAGE NUMBER**

1.	Introduction.....	3
2.	Who we are .....	3
3.	When and how we collect personal data .....	3
4.	What personal data we collect.....	4
5.	How and why we use your personal data.....	5
6.	Legal bases for processing your data .....	6
7.	Fundraising, research and profiling .....	6
8.	Who we share your personal data with.....	6
9.	International data transfers.....	7
10.	How long we keep your data .....	7
11.	Cookies and website analytics .....	8
12.	Children and vulnerable people .....	8
13.	CCTV and premises security.....	8
14.	Your rights.....	8
15.	Changes to this Privacy Notice .....	9



## Blythswood Privacy Notice

### 1. Introduction

At Blythswood we are committed to protecting your privacy and handling your personal information with transparency, compassion, and care. As a Christian charity, our vision is to see people's lives changed for good and forever through relief, rehabilitation, education, and the saving power of Jesus Christ. This privacy notice explains how and why we collect, use, and protect your personal data, and the rights you have in relation to it.

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are registered with the UK Information Commissioner's Office (ICO), registration number Z7689978.

If you have any questions about this policy or how we handle your data, please contact us:

Blythswood, Highland Deephaven, Evanton, Ross-shire, Scotland IV16 9XJ

Phone: 01349 830777

Email: [info@blythswood.org](mailto:info@blythswood.org)

Website: [blythswood.org](http://blythswood.org)

### 2. Who we are

Blythswood is a registered charity in Scotland (SC048001) and Northern Ireland (NIC 104515). We are also registered companies in both Scotland (No. 583493) and Northern Ireland (No. NI050683).

For the purposes of data protection law, we are the data controller, which means we decide how and why we use your personal data.

### 3. When and how we collect personal data

We collect personal data in a number of ways -

#### Directly from you:

- When you make a donation or set up a regular gift
- When you volunteer or apply for a role
- When you request materials (e.g., for the Shoe Box Appeal)
- When you sign up to receive newsletters, updates or appeals



- When you contact us via phone, email, post, or in person
- When you take part in events or campaigns
- When you give your details at a Blythswood shop, presentation, or event

**Indirectly from third parties:**

- From fundraising sites such as JustGiving, Enthuse, or Facebook Fundraisers
- From event organisers (e.g., marathons or sponsored events)
- From referral agencies (e.g., schools, churches or other charities)
- From social media platforms, where you've given permission

**Automatically via our website:**

- Via cookies and analytics tools that track usage patterns (see Section 11)

**4. What personal data we collect**

Depending on how you interact with us, the personal data we may collect includes:

- Your name, address, phone number and email
- Your church affiliation (optional)
- Date of birth (if relevant to event eligibility)
- Donation history, Gift Aid declarations, and communication preferences
- Bank account details (for regular donations or reimbursements)
- Credit/debit card information (processed securely, never stored by us)
- Employment and volunteer application data (e.g. CVs, references, eligibility checks)
- Photographs, videos or stories (only with your consent)
- Information about your interactions with our emails or website
- Special category data (only with your explicit consent), including:



- a) Health or dietary requirements (e.g. for travel or volunteering)
- b) Religious beliefs (e.g. church involvement)
- c) Ethnic background (e.g. for equalities monitoring)
- d) Criminal record (e.g. for safeguarding and DBS checks)

## **5. How and why we use your personal data**

We use your data for the following purposes:

### 5.1 Supporting our charitable work:

- Processing donations and claiming Gift Aid
- Coordinating campaigns such as the Shoe Box Appeal
- Keeping in touch with volunteers and supporters
- Providing emergency relief or long-term support in the UK or abroad
- Responding to enquiries and handling complaints

### 5.2 Fundraising and communications:

- Sending updates, appeals and newsletters (only if you've opted in)
- Understanding donor preferences to tailor our messages respectfully
- Identifying potential supporters who may wish to give at a higher level (see profiling, below)

### 5.3 Events and participation:

- Managing bookings and logistics for events, trips, and fundraising activities
- Ensuring health and safety of all participants

### 5.4 Volunteer and staff administration:

- Processing applications, training, payroll, pensions, and expenses
- Carrying out safeguarding and right-to-work checks



## 5.5 Legal, regulatory, and operational compliance:

- Meeting our obligations to HMRC, Companies House, OSCR, and the Charity Commission
- Cooperating with law enforcement or safeguarding investigations where necessary

## 6. Legal bases for processing your data

We rely on one or more of the following lawful bases:

*Consent:* When you have clearly agreed (e.g. to receive marketing)

*Contract:* Where processing is necessary for an agreement (e.g. payroll, travel bookings)

*Legal obligation:* To meet duties required by law (e.g. tax records, safeguarding)

*Legitimate interest:* To achieve our charitable aims in ways that do not unduly affect your rights or freedoms (e.g. thanking supporters or analysing engagement)

*Vital interest:* In rare cases, such as medical emergencies while travelling with us

*For special category data* (e.g. health or religion), we rely on your explicit consent, or processing necessary for employment, safeguarding, or social protection law.

## 7. Fundraising, research and profiling

We may use limited profiling to understand our supporters and communicate more effectively. This may include:

- Analysing your giving history or engagement
- Using public data (e.g., Companies House, Charity Commission, social media) to assess if you may be open to further engagement
- We do not carry out any automated decision-making that would have legal or significant effects on you.

You can opt out of profiling at any time by contacting us.

## 8. Who we share your personal data with

We never sell or trade your data.



We may share it with:

- Our trusted suppliers (e.g., mailing houses, payment processors, IT and database providers)
- The Trussell Trust (where we jointly deliver foodbank services)
- Regulators and authorities (e.g., HMRC, OSCR, ICO, police)
- Event hosts, travel companies or partners (with your consent)
- All partners and processors are required to meet strict data protection standards.

## 9. International data transfers

Sometimes, your data may be processed outside the UK or European Economic Area (EEA), for example, by cloud software providers. In such cases, we ensure that appropriate safeguards are in place, such as:

- Standard contractual clauses
- International Data Transfer Agreements (IDTAs)
- Working with providers certified under recognised frameworks (e.g. EU-U.S. Data Privacy Framework)

## 10. How long we keep your data

We retain personal data only for as long as needed for the purposes outlined in this policy or to meet legal obligations:

<b>Data Type</b>	<b>Retention Period</b>
Donation and Gift Aid records	7 years
Volunteer applications	1 year if not selected
Staff and volunteer records	7 years after departure
Event or campaign participation	Up to 3 years
Shoebox appeal certificates/forms	Up to 3 years
Photos/videos (with consent)	Until consent is withdrawn or up to 5 years
Complaints	3 to 7 years depending on outcome
Website analytics/cookies	As per our Cookie Policy



## **11. Cookies and website analytics**

We use cookies and analytics tools to:

- Understand how users interact with our site
- Improve the functionality and content of our website
- Deliver personalised content and track digital campaigns

Cookies collect data such as IP address, device type, and pages visited. You can manage your cookie preferences via your browser or using the pop-up banner on our website.

For full details, see our [\*\*Cookie Policy\*\*](#).

## **12. Children and vulnerable people**

We do not knowingly collect personal information from children under 13 without parental consent. If you are under 13, please ask a parent or guardian to contact us on your behalf.

Our staff are trained to support and communicate appropriately with vulnerable people, and our safeguarding procedures apply to all data handling involving those at risk.

## **13. CCTV and premises security**

CCTV is used at our head office and retail shops to ensure the safety of staff, volunteers, visitors, and property.

Footage is retained for up to 4 weeks unless needed for investigation.

We may share footage with authorities for the prevention or detection of crime.

No facial recognition or audio recording is used.

See our [\*\*CCTV Privacy Statement\*\*](#) for full details.

## **14. Your rights**

You have the following rights under UK data protection law:

- To access a copy of your data



- To correct or update any incorrect or incomplete data
- To request deletion of your data (where not legally required to retain it)
- To restrict or object to certain types of processing
- To withdraw your consent at any time (where consent is the basis)
- To receive your data in a portable format (data portability)
- To lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, contact us via email: [info@blythswood.org](mailto:info@blythswood.org) or call 01349 830777. We aim to respond within one month.

### **15. Changes to this privacy notice**

We may update this notice periodically to reflect legal, operational or organisational changes. If we make any significant changes, we will notify you on our website or through our printed materials.

This notice was last updated in August 2025.

Contact us

If you have questions, requests, or concerns about how we use your personal information:

Blythswood  
Highland Deephaven, Evanton, Ross-shire, Scotland IV16 9XJ  
Phone: 01349 830777  
Email: [info@blythswood.org](mailto:info@blythswood.org)