



Wee things you may want to know about **General Data Protection Regulations (GDPR)** and **COPE Scotland**

What is GDPR?

The main thing to know about GDPR is that it offers a set of rules designed to give people more control over their personal data. GDPR emerged to offer people more protection around the use of their personal information by those they shared it with. Especially in this new digital age. We may remember buying something from one company, before we knew it, we started getting heaps of junk mail from other companies! GDPR rules are there to protect our information. It is hard nowadays not to share information, but those we share it with must use it only for intended purposes, store it securely and dispose of it.

GDPR at COPE Scotland

Even though we are a small charity and do not hold electronic files on people we need to be compliant with GDPR as does anyone we contract to provide services, where appropriate. This wee leaflet provides information on how the charity, and those providing services on its behalf, uses any personal details you share. This is also to remind you that you choose to share what you want, recognising that there is information which if withheld would mean we could not engage with you.



Purpose of this information sheet

You have the right to know the data gathered and shared by COPE Scotland, and also where its kept and for how long. This sheet we hope answers those questions. However, if you require more information, please let us know using the contact page on the website. Where appropriate we shall keep a record of any questions asked and responses. This is also helpful for our own learning.

Personal date collected by the Charity and why?

If you are an employee of the charity or someone subcontracted to provide a service, then we need to hold and share the personal data relevant to ensure compliance with our financial systems as well as ensuring you receive payment for invoices raised. The Charity stores the financial information it gathers for 6 years then disposes of it safely using an appropriate shredding company.

If you make an enquiry to the website, then we need to use your email address to reply, however, we do not need to keep your address unless you have chosen to subscribe to updates from the charity. Professional and work-related email addresses we do not view as personal data for the purposes of this guidance. This relates only to personal contact details which are private to the individual. We do not hold contact details any longer than the period of contact.

If we are offering a workshop we require registration details for attendance however, the Charity does not retain this information after the workshop unless you request that we keep you informed of future workshops where we would retain your contact details.

If you choose to follow @COPEscotland on twitter, then this is your choice and as twitter is in the public domain, we do not treat any information coming in via twitter as personal data.

If for any reason you are not happy about any issues of data retention or sharing in the first instance raise these with the person asking for the data. Remember, you have control over what information you want to share. If this impacts on our ability to engage with you, we shall tell you.



Data controllers and Data processors

People who control data are data controllers who decide on the purpose of the information gathered. Data processors, process the information the data controllers decide needs collected. You only need to share what you want with us, recognising however, that we cannot make payments to employees or subcontractors if we do not have the necessary information, nor can we share other information if we do not have an email or postal address to send information to.

COPE Scotland may have to provide statistical information for its own and also external monitoring purposes, this would be anonymised, and the Charity would only use it for monitoring and evaluation.

What about where the charity offers workshops to others?

Each provider has a responsibility under GDPR to inform you how they gather, collect, or share information and you should seek clarity from them.

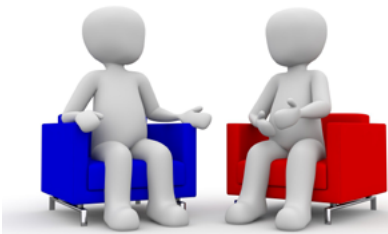


Third party providers

We use third party sites such as Zoom to host events. These events are not designed to elicit personal information from participants, however, should you wish to know how they use any information gathered please visit their website <https://zoom.us/>. Our newsletter is provided via Mailchimp® <https://mailchimp.com>. Mailchimp® is the trade name of its operator, Rocket Science Group, an American company; again visit their site for information on how they use data. COPE Scotland uses a third-party service to host and secure the performance of our website. We may share links to other sites. If you would like to know how they may use your data then please check out their privacy statement. We do monitor traffic to the site, pages visited etc which helps support strategy and future resource designs, however, we do not identify individuals who have visited, only statistical information.

Any other questions

If there are any other questions you have, please use the contact page and we shall try and help. We treat your confidential information with the same courtesy we would want of our own. The key thing to remember here is that you are in control of what information you choose to share.



One to one

COPE Scotland one to one service ceased taking new referrals in December 2022. One to one services were provided by self-employed therapists who were data controllers for the information gathered from those they offered a service to. The charity ceased to hold any records relating to individuals at this point as the data controllers for this information were the therapists. We regret therefore we cannot provide any copies of records, or proof of attendance at that service as the information held by the charity was only statistical and anonymised so cannot identify any individual. Anyone wanting copies of their records would need to contact their therapist directly, who again only hold information as long as required by their professional bodies.

