

Our Privacy Policy

We're committed to keeping your personal data safe and protecting any information that we hold. This statement is designed to set out how we collect, use and store any personal information for your peace of mind.

A few formal terms are used here, including:

- **Personal Data/Information**- this means any information that clearly relates to you and could be used to identify you.
- **Processing**- in the world of data protection, this means doing anything to your data. This could be anything like collecting, organising, storing, using or recording your data.
- **Third-party**– this is an organisation separate to us that may have access to your data.
- **GDPR** – these are EU laws that came into action in May, 2018. They were designed to ensure that organisations would take data protection seriously.

About Us

1. At One Step Borders we are passionate about supporting young people in the Scottish Borders impacted by mental or emotional pressures. To create a safe and comfortable space to support you, we want to be clear about what we do with any information we have about you.
2. We are the “data controller”, as specified by the Data Protection Act 1998 and the 2018 GDPR laws. This means that we take responsibility for your personal information, and how it is processed.

Your Personal Information

1. We collect your information in a few different ways, including:
 - **Direct contact:** this is when you talk directly to any of our staff, through phone calls, face to face chats etc
 - **Third party interaction:** this means you've contacted us through an organisation that we trust, for example when you fill in our self-referral form via Podio
 - **Trusted partners:** e.g. Borders College, GP Practices

- **Our website:**we may collect more general information about how you use our site e.g. what links you click, pages you visit etc. This helps us to keep track of what services you find the most useful, so we can keep offering great support.
 - **Cookies:**these are little files that are downloaded to your device, in order to make your internet experience even better. They do this by making sure websites recognise your device, monitoring how you navigate sites etc. Cookies can't be used to identify you specifically, but you can opt out of accepting cookies if you are worried.
 - Personal data we may collect from you includes:
 - Your name
 - Your email address
 - Your phone number
 - Your date of birth and age
 - Your home address
 - Bank account details (if you decide to make a donation)
 - Any other information about yourself you decide to tell us

How we might use your information

1. To better understand your needs
2. To contact you regarding your self-referral, volunteering etc
3. To process payments

One Step Borders will not share your information with any third-party organisation, except with a trusted organisation that is working on our behalf. For example, PayPal, who store your card details when you make a donation to us. We won't share any of your sensitive information with parents, teachers or schools unless you've given us express permission.

Legal disclaimer: if required to do so by law, we may disclose your information.

How long we will store your personal data for

We will only keep your information for as long as it is necessary to the relevant activity. For example, we will only keep information about you for 5 years after you exit the service.

How we keep your information safe

We work hard to keep any stored information about you secure, whether in paper or digital form. We accept that it is our responsibility to protect your personal data from misuse, loss and wrong alterations.

If you make a donation, PayPal is responsible for keeping your card details safe.

Your Rights

We take your rights very seriously, therefore we encourage you to understand them and exercise them if you would like to, for example by requesting access to the information we have about you.

These rights comply with the guidelines set out by the GDPR. If you want more information about this, please look at the ICO's website

<https://ico.org.uk>

You have the right to:

- 1. Access any personal information we hold about you** – this means we will give you a copy of all the data, along with information about how we use and store it, why we need it, how long we will keep it for and who we share it with.
- 2. Object to us processing your information** – if you feel we are using your data incorrectly or that it we've used it differently to how we've set it out in this policy, please let us know.
- 3. Consent or withdraw consent** – we won't process your data without you allowing it. If you wish to stop allowing us access to your data, please let us know.
- 4. Erasure** – we will erase all personal information we have about you if you withdraw consent for us to access it, if we no longer need to use it or if there isn't a legal reason for us to keep it.
- 5. Ask us to edit your personal information** – if you feel we've got data that is wrong or incomplete, please ask us to make any changes.
- 6. Portability** – this means that if you wish for us to contact a third-party organisation, we will transfer the personal information you've given us, with your permission.
- 7. Ask us to restrict the use of your personal data** – if you want to object or erase any of your data, you can also ask us not to use any of your information in the future.
- 8. Non-automated decisions about your data** – this means that any information we store about you can't be processed automatically by computers. Instead a real-life human brain needs to make any decisions about processing your information.

If you want to know more or have any issues with the information we hold, please contact onestepborders@gmail.com