



## **Mearns Kirk Helping Hands**

### **Privacy Policy**

At Mearns Kirk Helping Hands (MKHH) we are committed to protecting and respecting the privacy of our volunteers and members.

This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

#### ***How do we Collect Information?***

When you fill out an application form to become a volunteer or a member, you will be asked to give personal information such as your name, address, phone number and email address. We ask for this to allow us to be able to contact you easily, and to enable us to pass on relevant information about the activity you are involved in. You will be asked for written consent to allow us to use your preferred method of contact. You will also be asked for written consent to add your email address to any group mailings.

The application for our Lunch Club for People Living with Dementia also asks for some medical and personal background. This allows us to offer the best and safest possible service to our members. You will be asked for written consent for this information to be shared with our volunteer team. You will also be asked for an emergency contact and a GP contact, and again for consent to make contact with either in an emergency.

If you are applying to become a volunteer you may also be asked to complete a Disclosure Scotland Form, which will be used to carry out a criminal background check. We are required to carry out these checks with any volunteer wishing to help at a group provided for people deemed “vulnerable”.

We also take photographs during some of our activities. These are used in our newsletters and on our website. You will be asked for written consent before we use your image, and if you refuse we will not use it.

#### ***Who has access to your information?***

Information will be shared with our volunteers on a “need to know” basis. We will not sell or rent your information to third parties. We will not share your



information with third parties for marketing purposes. We will only share information with third parties such as emergency contacts with your written permission. However, we will share information where the law requires us to do so, for example, by a court order or for the purposes of prevention of fraud or other crime.

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

Where we hold personal information about you we take steps to ensure it is treated securely. Hard copies of documents are kept in a locked cabinet and databases containing such information are password protected. Please remember that information transmitted over the Internet 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.

### ***Keep Us Informed***

If you change your mind about any consents you have given you can contact the Project Manager (details below) and have this amended. Doing so will not alter the relationship between you and MKHH.

The accuracy of the information we hold about you is important to us. If you change your email address, phone number or address please let us know.

You can view any information we hold about you on request. Again, you should contact the Project Manager:

**Vicky Irving,**

**07858552767**

**[mkhelpinghands@outlook.com](mailto:mkhelpinghands@outlook.com)**

### ***How to Complain***

You have the right to complain to the Information Commissioner's Office about anything relating to the processing of your personal information. You can



contact the ICO via its website at [www.ico.org.uk](http://www.ico.org.uk) or at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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