



PRIVACY CONTENTS

CLAUSE

1.	Important information and who we are.....	1
2.	The types of personal data we collect about you.....	2
3.	How is your personal data collected?.....	2
4.	How we use your personal data	3
5.	Disclosures of your personal data	5
6.	International transfers	6
7.	Data security.....	6
8.	Data retention.....	6
9.	Your legal rights.....	7
10.	Contact details.....	8
11.	Complaints	8
12.	Changes to the privacy notice and your duty to inform us of changes.....	9
13.	Third-party links.....	9

Introduction

PRIVACY NOTICE

This privacy notice sets out how Charity Leadership Scotland uses and protects your personal data.

1. IMPORTANT INFORMATION AND WHO WE ARE (paragraph 1)

2. TYPES OF PERSONAL DATA WE COLLECT ABOUT YOU (paragraph 2)

3. HOW IS YOUR PERSONAL DATA COLLECTED? (paragraph 3)

4. HOW WE USE YOUR PERSONAL DATA (paragraph 4)

5. DISCLOSURES OF YOUR PERSONAL DATA (paragraph 5)

6. INTERNATIONAL TRANSFERS (paragraph 6)

7. DATA SECURITY (paragraph 7)

8. DATA RETENTION (paragraph 8)

9. YOUR LEGAL RIGHTS (paragraph 9)

10. CONTACT DETAILS (paragraph 10)

11. COMPLAINTS (paragraph 11)

12. CHANGES TO THE PRIVACY NOTICE AND YOUR DUTY TO INFORM US OF CHANGES (paragraph 12)

13. THIRD PARTY LINKS (paragraph 13)

1. Important information and who we are

Privacy notice

This privacy notice gives you information about how Charity Leadership Scotland collects and uses your personal data through your use of this website, including any data you may provide when you become a member and/or trustee and/or register with us or sign up to our newsletter and/or purchase a product or

service and/or take part in a competition and/or take part in or attend a meeting run by Charity Leadership Scotland or group or lead or groups promoting Charity Leadership Scotland and its activities. .

We ask you to be aware that any personal data that you give us at public events may be used by third parties attending those events, over which Charity Leadership Scotland has no control.

This website is not intended for children and we do not knowingly collect data relating to children.

Controller

Charity Leadership Scotland (Company number 211359) is the controller and responsible for your personal data (collectively referred to as "Charity Leadership Scotland", "we", "us" or "our" in this privacy notice).

If you have any questions about this privacy notice, including any requests to exercise your legal rights (paragraph 9), please contact us using the information set out in the contact details section (paragraph 10).

2. The types of personal data we collect about you

Personal data means any information about an individual from which that person can be identified.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, last name, any previous names, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** N/A.
- **Profile Data** N/A.
- **Usage Data** includes information about how you interact with and use our website, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share aggregated data such as statistical or demographic data which is not personal data as it does not directly (or indirectly) reveal your identity. For example, we may aggregate individuals' Usage Data to calculate the percentage of users accessing a specific website feature or page.

3. How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Your interactions with us.** You may give us your personal data by filling in online forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our products or services or to attend one of our meetings/delegations;
- subscribe to our service or publications;
- request marketing to be sent to you;
- enter a competition, promotion or survey; or
- give us feedback or contact us.
- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies.
- **Third parties or publicly available sources.** We may receive personal data about you from various third parties in the course of our activities and may obtain your details from, for example, business cards, event delegate lists, conversations, referrals and recommendations. We also undertake desk-based research using publicly available sources to identify social sector leaders who may be interested in being part of Charity Leadership Scotland. If we obtain your details in this way, we will inform you that we have obtained your details and inform you of Charity Leadership Scotland's services, activities and offers. We will make it clear how to object to the processing of your data and you may unsubscribe from further contact at any time.
- Technical Data may be collected from the following parties:
 - analytics providers
 - advertising networks
 - search information providers
 - Wordpress.com
 - CookieYes.com

Please also refer to **How We Use Cookies** below.

4. **How we use your personal data**

Legal basis

The law requires us to have a legal basis for collecting and using your personal data. We rely on one or more of the following legal bases:

- **Performance of a contract with you:** Where we need to perform the contract we are about to enter into or have entered into with you.
- **Legitimate interests:** We may use your personal data where it is necessary to conduct our business and pursue our legitimate interests, for example to prevent fraud and enable us to give you the best and most secure customer experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).
- **Legal obligation:** We may use your personal data where it is necessary for compliance with a legal obligation that we are subject to. We will identify the relevant legal obligation when we rely on this legal basis.

- **Consent:** We rely on consent only where we have obtained your active agreement to use your personal data for a specified purpose, for example if you subscribe to an email newsletter.

Use of your personal data

Charity Leadership Scotland holds and processes your personal data for the following purposes, as applicable:

1. Managing your membership and/or network participation
2. Managing your rights under our Articles of Association
3. Managing your access to our website through use of cookies
4. Managing your access to our services, programme and member benefits (to include partaking in prize draws, competitions and completing surveys)
5. Managing your access to our networks, communications and events
6. Forwarding details to specific third party partners/advisers/other members only when requested by you (e.g. in relation to our services, events, programmes or requests for professional advice/support)
7. Sending you information we reasonably believe may be of interest to you
8. Seeking information about you/your organisation/your views
9. Generally managing our relationship with you
10. Allowing us to administer and protect our business and this website (which might include, without limitation, trouble shooting, data analysis, testing, system maintenance, support reporting)

Direct marketing

During your use of our website when your personal data is collected, you will be asked to indicate your preferences for receiving direct marketing communications from us. You will receive marketing communications from us if you have requested information from us and you have not opted out of receiving the marketing.

Third-party marketing

We will get your express consent before we share your personal data with any third party for their own direct marketing purposes.

Opting out of marketing

You can ask us to stop sending you marketing communications at any time by emailing us at events@charityleadership.scot. You can also adjust your marketing preferences by following the opt-out links within any marketing communication sent to you, or by writing to us at the address set out at 10 below.

If you opt out of receiving marketing communications, you will still receive service-related communications that are essential for administrative or customer service purposes.

How We Use Cookies

We use cookies and similar technologies to make our website work, to understand how people use it, and to improve the services we provide to our community.

When you first visit our site, you'll be asked whether you'd like to accept or reject non-essential cookies. We won't set analytics or marketing cookies unless you actively choose to allow them.

You can update your preferences or withdraw consent at any time by clicking "Manage Cookies" on our website or through your browser settings. We use CookieYes.com to help manage this process. You can view their privacy policy [here](#).

Types of cookies we use:

- **Essential cookies** – These are needed to keep our site secure and functional (for example, remembering your cookie choices).
- **Analytics cookies** – Help us understand which pages are most popular so we can improve our content. We use anonymised data only.
- **Third-party cookies** – Some pages include content from other services (for example, YouTube videos, Google Maps). These services may set their own cookies if you allow them.

We do not sell, trade, or share your personal information with anyone. Any data we collect is used only to support and improve the work that we do.

If you'd like more details about the cookies we use or how we protect your data, please contact us at office@charityleadership.scot

5. Disclosures of your personal data

We may share your personal data with carefully selected partners only ("Facilitators") where necessary for us to fulfil any obligations we have to you. A list of these Facilitators may be obtained by writing to our data protection officer whose address is below.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes

and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. International transfers

We may transfer your personal data to service providers that carry out certain functions on our behalf. This may involve transferring personal data outside the UK to countries which have laws that do not provide the same level of data protection as the UK law.

Whenever we transfer your personal data out of the UK to service providers, we ensure a similar degree of protection is afforded to it by ensuring that the following safeguards are in place:

7. We will only transfer your personal data to countries that have been deemed by the UK to provide an adequate level of protection for personal data and where there is an appropriate contract in place to protect such personal data between Charity Leadership Scotland and the relevant party; namely a bespoke contract or appropriate, agreed standard terms and conditions. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your

personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and to comply with any other legal requirements.

In some circumstances you can ask us to delete your data: see below for further information.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

9. Your legal rights

You have a number of rights under data protection laws in relation to your personal data.

You have the right to:

- Request access to your personal data (commonly known as a "subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data in certain circumstances. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) as the legal basis for that particular use of your data (including carrying out profiling based on our legitimate interests). In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your right to object.
- You also have the absolute right to object any time to the processing of your personal data for direct marketing purposes (see above).
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in one of the following scenarios:
 - If you want us to establish the data's accuracy;
 - Where our use of the data is unlawful but you do not want us to erase it;

- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

If you wish to exercise any of the rights set out above, please contact us using the contact details set out below.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally, it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. Contact details

If you have any questions about this privacy notice or about the use of your personal data or you want to exercise your privacy rights, please contact us as follows:

- **Charity Leadership Scotland**
- **Data Privacy Manager, Lucinda Godfrey**
- Greyfriars Charteris Centre
- 138-140 Pleasance
- Edinburgh, EH8 9RR
- office@charityleadership.scot

11. Complaints

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the

chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

12. Changes to the privacy notice and your duty to inform us of changes

We keep our privacy notice under regular review. This version was last updated on October 2025.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new address or email address.

13. Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about notices. We do not control these third-party websites and are not responsible for their privacy notice. When you leave our website, we encourage you to read the privacy notice of every website you visit.