

DATA PROTECTION AND PRIVACY POLICY

CHARTS takes seriously the privacy of all those we work with and all who work for us and operates in compliance with the General Data Protection Regulations (GDPR), including their six principles.

We collect and process data only for specified, explicit and legitimate purposes. We process it lawfully, fairly and transparently and only to the extent required for the original purpose. We make every effort to keep the personal data we hold accurate and up to date. (Personal data means any information relating to an identified or identifiable individual, including name, identification number, location data or online identifier.)

We will rectify any errors as soon as possible and will keep data for no longer than is necessary. We will process and store data securely.

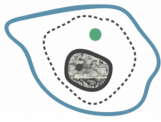
We will not process sensitive personal data (that is, data relating to an individual's genetic and /or biometric data, including: racial or ethnic origin, religious or similar beliefs, health or sex life, criminal offences, political opinions or trade union membership) unless:

- There is a lawful basis to do so and/or the individual has given explicit consent; or
- The data is required for equal opportunities monitoring of employment.

We make clear on our website what information we collect and in what circumstances – for example, when an individual becomes a member, registers for an event, signs up for a newsletter or visits the website.

We will ensure that individuals are informed of the purposes for which their personal data will be used. We use the information we collect in a number of ways, including:

- To keep individuals informed of services opportunities and events taking place across the CHARTS network.
- To respond to enquiries
- To monitor engagement and interactions with our services
- For any other purposes about which we notify members and users.



The information we collect from our website via cookies is used to:

- Analyse visitors' use of our website.
- Help inform the development of our services.
- Improve our website and make sure the content is relevant and usability is effective.

If formally requested to do so, we will provide:

- A description of the data held on an individual, and access to a copy
- An explanation of the purpose for which the data is being held
- The names of the people in CHARTS to whom the data is routinely or occasionally disclosed.

Requests will be dealt with by CHARTS Data Protection Officer, in consultation with the individual. We will provide a response within 40 days. CHARTS will not normally charge a fee for providing such information.

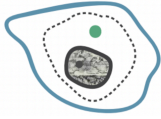
An individual may request in writing that certain or all of their personal information be deleted from CHARTS's records. We will comply with such requests, unless the information is necessary to be retained for contractual or legal reasons.

CHARTS will only retain personal data for archive/statistical purposes where it is in the public interest to do so. Where possible, such data will be de-personalised.

We will arrange regular data cleansing of files (both manual and computerised) to ensure that the data they contain is:

- Adequate, relevant and not excessive.
- Accurate.
- Not kept longer than necessary.

Our policy is to be as open as practicable with staff, allowing them reasonable access to their personal data. However, information used for future planning, such as pay review or other management forecasting, is excluded from individual/data subject access.



CHARTS will not disclose personal or sensitive personal data to any third parties unless there is a legal obligation to do so. We operate appropriate organisational and technical security arrangements in relation to all personal data held, to protect against damage, loss or abuse. We do not sell personal information to anyone under any circumstances. Trustees and the Executive Director are responsible for taking adequate measures to ensure the security of personal data that they hold.

Where it is necessary for CHARTS to provide Trustees, committee members, or advisers with personal data, we will take appropriate measures to ensure that they are aware of their responsibilities under the GDPR.

CHARTS recognises that personal data needs to be treated with particular care in countries which do not have reciprocal data protection laws. We will not transfer personal data outside the EEA without the individual's consent or suitable safeguards being in place.

The Board of CHARTS has delegated its responsibility for ensuring compliance with the GDPR to a trustee, at present the Board Secretary. In particular, the Secretary will:

- Maintain and renew CHARTS's formal notifications under GDPR.
- Have a good understanding of the requirements of GDPR.
- Keep reasonably up to date with changes in the legal requirements of GDPR.
- Administer the general data protection policy /procedures agreed by CHARTS.
- Undertake periodic compliance reviews.
- Manage requests from individuals for access to information about themselves.
- Ensure that staff are informed of the privacy policy and procedures.
- Undertake an annual review of personal data processed by CHARTS.
- Ensure that new staff are briefed on their general data protection responsibilities.

Document Version Control

Any questions, contact info@chartsargyllandisles.org

Reviewed 8 November 2025