

Privacy notice for Donors and other Supporters

Dumfries & Galloway Citizens Advice Service (also referred to as 'D&G CAS', 'the charity', 'we', 'our', or 'us') is the Data Controller for any personal data we process about you for the purposes set out in this Privacy Notice. Our ICO registration number is Z6081270.

This privacy notice explains how D&G CAS processes your personal data in relation to donations that we receive or fundraising that is carried out on our behalf only. Please read this notice carefully to understand how we process and look after your personal data.

D&G CAS is an independent charity (SC027107) that provides free, confidential, expert advice and assistance to help people to resolve their problems. Details of how their personal data is processed can be found in our General Privacy Notice.

Why do we collect your personal information?

Your personal data will only be processed where it is necessary:-

- To process your donation transaction – this is done where necessary to ensure appropriate security checks to prevent against fraud; to process Gift Aid; and to acknowledge receipt of your payment;
- Where there is a legal requirement, for example, where we are required by law to share your personal details with HMRC or financial regulatory bodies;
- Where there is a strong legitimate interest to do so, such as to invite you to a VIP event connected with your donation, to undertake due diligence in relation to a large donation or to thank you for your support. We will not contact you with future marketing communications unless you actively sign up to our newsletters and give consent for them to be emailed to you;
- Where we receive a legacy, we will only communicate with the donor and executors/solicitors as required to process the legacy;
- Promoting our services. From time to time we publish newsletters providing information about our service and on current issues which we believe may be of interest to our clients. Newsletters will only be sent to you with your prior consent. You can sign up for our newsletters at [Newsletter | Dumfries and Galloway Citizens Advice Service \(dagcas.org\)](https://www.dagcas.org/newsletter) or when you may a donation online.

Cookies

D&G CAS uses Cookies. More information can be found out about them on our Cookie Policy [here](#).

Who do we share your information with?

D&G CAS will only disclose information to a third party where they have a legal or regulatory requirement to do so or where we have a legitimate interest to do so. An example of this legitimate interest would be where you have indicated that you wish us to claim Gift Aid on your donation.

When you make a donation online, you will be redirected to the CAF Donate website from our website for processing of your payment details. Details of how CAF process your personal data can be found on their website <https://www.cafonline.org/charities/caf-donate/our-role-in-processing-donations>. Payment of donations made will be paid to our bank account using Stripe. Stripe's Privacy Notice can be found at <https://stripe.com/gb/privacy>

If you wish to donate via the Give As You Live website, you will be redirected to this website from our own. Details of how Give As You Live process your personal data can be found on their website <https://donate.giveasyoulive.com/privacy>

How can I access the information you hold about me?

You have rights in relation to the information we hold about you. You can ask us to delete your personal data, change any inaccuracies, restrict what we use your personal data for or ask us to stop processing your data. You are entitled to request a copy of the information we hold about you. Some of these rights only apply in certain circumstances, but we will be able to advise you of this if you contact us.

To find out more about your rights, visit the [Information Commissioner's Office](#) or to make a request please contact the Corporate Services Manager by emailing: info@dagcas.org.

If you want to make a request to CAF or Give As You Live in relation to the information they process about you, go to <https://www.cafonline.org/charities/caf-donate/our-role-in-processing-donations> or <https://donate.giveasyoulive.com/privacy> for contact details.

Keeping your personal data

It is your responsibility to update us of any changes to the personal information you have provided. You can update your details at any time by contacting us by email at info@dagcas.org.

We are legally required to keep information relating to your donation and gift aid for 7 years in line with Income Tax Act 2007 sections 413 to 430.

We may also keep fully anonymised data for longer as evidence of funding and as required by funders and for future research and analysis.

If you have any questions or queries, or wish to exercise your data rights you can contact the Corporate Services Manager - details at the bottom of this document.

Complaints

You have a right to make a complaint if you are unhappy about the way that your personal data has been processed. You may do this in writing, using our Complaints form - [Complaints Procedures | Dumfries and Galloway Citizens Advice Service](#), by email, by telephone or in person. You should contact the Data Controller as detailed in the section below.

So we can help you with your complaint, we need to know:

- your name
- how we can get in touch with you - email, phone or address
- details of the complaint

We shall acknowledge your complaint within 30 days of receipt and will then use the information you give us to deal with your complaint. We will only access your information for other reasons if we really need to - for example:

- for training and quality purposes (your personal data will be anonymised)
- to include anonymised complaint statistics in internal reports

If you escalate your complaint to an external independent adjudicator, we'll share your complaint information with them and we may share information with our legal advisors, if necessary. If your complaint involves an actual or potential insurance claim, we will share details of your complaint with our insurers.

We keep your complaint information for 7 years. If your case has been subject to a serious complaint, insurance claim or other dispute we keep the data for 16 years.

Information Commissioner's Office

You also have a right to make a complaint to the Information Commissioner's Office (ICO) by post at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Email: casework@ico.org.uk Telephone: 0303 123 1113

Identity and contact details of the data controller and the data protection officer

Dumfries and Galloway Citizens Advice Service is the controller and processor of data for the purposes of the GDPR and the DPA 2018.

Corporate Service Manager

info@dagcas.org

Dumfries and Galloway Citizens Advice Service

109 Irish Street

Dumfries

DG1 2NP