

Privacy Statement

It is essential that everyone accessing FVRCC support feels safe to do so. FVRCC aims to create a safe space for survivors to share and work through their experiences. This statement explains what information we hold about you and what we will do with that information.

Our contact details:

Forth Valley Rape Crisis Centre
22 Millar Place, Stirling, FK8 1XD
01786 439 244
admin@forthvalleyrapecrisis.org.uk

The type of personal information we collect

Information that we may collect from you includes your name, address, email address, phone numbers and date of birth.

How we collect the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- So that we can maintain a case file and provide you with therapeutic support services and/or criminal advocacy justice services.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Other organisations you are engaged with may refer you to us so you can find out more about and access our services. They should discuss this with you in advance so you know to expect contact from us

We use the information that you have given us to maintain a case file so that we can provide you with the services you want. We also report to funders and statutory bodies using anonymised information and statistics.

We may share this information with relevant partners or statutory bodies when:

- you have asked or agreed to an onward service referral
- where there is a legal requirement for us to do so

What this means is, we will **not** share your information outside FVRCC without your **explicit consent** for necessary purposes i.e. to make a referral. However, there are some exceptions to this where we have a legal duty or duty of care to share information, although we would always try to seek consent and keep you informed: Child & Adult Protection or if you told us you were at immediate risk of harm.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- we have a legitimate interest
- we have a legal obligation
- we have a vital interest

How we store your personal information

We store your information in a secure online database. We delete personal information three years after our last contact with you.

Future contact/marketing

We will only contact you regarding new services, events and activities if you give us permission to. We would usually ask you about this when you come to the end of your service but you can let us know at any time and we will record your consent.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting: admin@forthvalleyrapecrisis.org.uk, 01786 439 244 or by writing to Forth Valley Rape Crisis Centre, 22 Millar Place, Stirling, FK8 1XD

Your data protection rights:

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

You may request details of personal information which we hold about you under the Data Protection Act (2018) and/or UK GDPR, by way of a Subject Access Request. If you would like a copy of the information, we hold on you, please write to:

**Data Protection
FVRCC
22 Millar Place
Riverside
Stirling**

FK81XD

Email:

admin@forthvalleyrapecrisis.org.uk

To process such a request, we will require your:

- **Full name**
- **Contact information**
- **Relationship to FVRCC**
- **What information you are requesting**

We may also request proof of identity before releasing any information.

If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect. If we are holding your data with your consent, you may withdraw your consent at any time by contacting the Data Protection team at the email address above.

For more information on how or why FVRCC manages personal data, please contact us at the email address above.

If you are unhappy about how FVRCC has processed your personal data, you may lodge a complaint with the Information Commissioners Office (ICO) using the details below:

Telephone: 0303 123 1113

Website: www.ico.org.uk