

Connecting Scotland



Privacy Notice



Easy Read



About this Privacy Notice



This tells you how Connecting Scotland uses your personal data.

It tells you about your rights.

It was written on 20 November 2020. If we make changes to it, we will let you know.

Who is Connecting Scotland?

The Connecting Scotland programme is



- funded by the Scottish Government
- managed by the Scottish Council for Voluntary Organisations (SCVO) charity



Connecting Scotland is helped by

- your local council
- the organisation who gives you the device and support



Your personal data will be collected and looked after by

- the Scottish Government
- the SCVO
- the organisation who gives you the device

How to contact us



You can ask us anything about this Privacy Notice or your personal data by emailing us at

help@connecting.scot

or by phoning us on

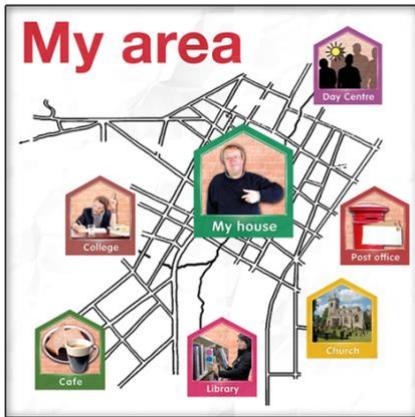
0800 0 590 690

What kind of personal data we collect



We collect these things

- name
- date of birth
- phone number
- email address



- address
- town or city
- post code
- local authority



- the number of adults in your home
- the number of children in your home
- the ages of the adults
- the ages of the children



- why you are part of this programme
- if you have a disability



- what kind of device your household needs
- what digital skills and confidence your household has



- the SIM and phone number of your new device



We might keep notes about any conversations or emails we have with you. This will help us run the programme.

We might ask you to tell us how you got on using your device, for our feedback.



We won't be able to see the websites you visit but we will be able to see how much data you have used.

How we collect your personal information

We will collect your personal data in these ways:



- from the forms you fill in
- from the emails you send
- from SCVO and the organisation who give you your device
- from your mobile data usage if we help connect you to the internet

How we use the information

We will use your data to



- help support you using your device
- get in touch with you about your device, your connection or this project
- tell you about public services which can help you
- get in touch to ask for feedback
- let you know about internet connection contract information
- give us anonymous reports on how many people we are helping
- let our funders know how we have spent our money





The Scottish Government has data protection laws that help us to use data the right way.

Who we share your personal data with

We share your personal data with some others when needed.

We share them

- with SCVO, so they can support you
- with the organisation who gives you the device, so they can support you
- with our service providers, who have to agree to our policies
- with your local council only sometimes, and they will let you know if so
- with other organisations if the law tells us to
- with other people if you ask us to





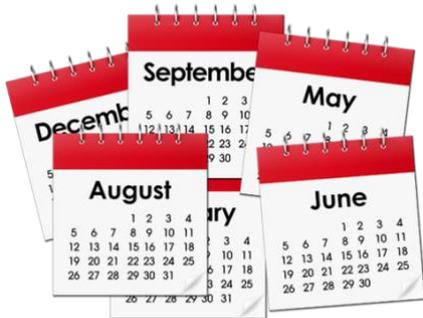
Your personal data will normally be kept in the United Kingdom.

Sometimes it might need to be kept in a different part of the world.

How long we keep your data for

We normally only keep your personal data for as long as we need it, to run this programme.

Sometimes there might be legal reasons to hold your data for longer.



To decide how long your data is kept for, we look at these things

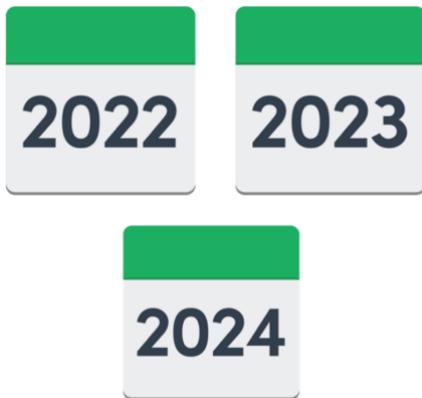


- how much data we have
- the kind of data
- how sensitive and private it might be
- any risk of harm from using your data
- why we need it
- whether we need it
- other laws or rules



Sometimes we might make your data anonymous. This means that we take your name off it and no one will know it's your data.

Then we can use this anonymous data without letting you know.



We will remove your personal data from our systems 3 years after your programme has ended.

What to do if your details change

If any of these change

- your name
- your address
- your contact phone number
- your email address



please let Connecting Scotland know by using the email address or phone number nearer the top of this Privacy Notice.

Your rights over your data



1. You can ask to see your personal data. You will get a copy from us.



2. You can ask to change bits of your data if you see mistakes or things missing.



3. You can ask us to delete your data if we don't need it anymore.



4. You can tell us that you're not happy about us using your data. This is called objecting.



5. You can ask us to stop using your data while you check your rights. This is called restricting.



6. You can ask to have your data moved to you or to another organisation.



7. You can change your mind at any time. This is called withdrawing consent.



You can make any of these things happen by getting in touch with Connecting Scotland by email or phone.



It's free to ask for any of these rights to happen.

But if you ask for too much, too often, we might ask you for a fair fee. We might also say no.



We might need to ask you for information so we know it is you.

This is for your safety and to make sure that no one else reaches your data.



To find out more about your rights, click [here](#).

How to complain



If you are not happy with how we use your personal data, you can get in touch with the Information Commissioner's Office.



The email address is

<http://ico.org.uk/concerns>



The phone number is **0303 123 1113**.



But please contact Connecting Scotland first so that we have a chance to try and help you with your complaint.



This is the end of the Privacy Notice.