

# POLICY ON THE SECURE HANDLING, USE, STORAGE AND RETENTION OF PERSONAL INFORMATION



Neighbourhood Watch Scotland is a Data Controller under the Data Protection Act 1998. We will process your data in accordance with the Data Protection Act. The purpose of this policy is to inform you as a user of Neighbourhood Watch Scotland's services about how we use information, whether the information is disclosed and the ways in which we protect your privacy.

We want you to feel confident about our use of your data. We are committed to respecting your privacy. Below we give an overview of how we do that.

## **Collection and Retention of Registration Information**

You can register your contact details with Neighbourhood Watch Scotland to receive information and alerts via e-mail, telephone message, text message and post. You can register as part of a Neighbourhood Watch or as an individual. If you are able to access the internet, you will have access to your own details and you will be able to change or delete these as you see fit.

We will only request the information necessary for us to effectively communicate with you and for us to be able to accurately produce statistical information to help develop Neighbourhood Watch in Scotland.

Your information will be stored in a secure online environment, which has been awarded Secured by Design status by the Association of Chief Police Officers<sup>1</sup>. It is accessible only by employees of the Neighbourhood Watch Scotland and by nominated officers from the Police and Fire Service. Full Terms and Conditions are available at the point of registration, and also as a downloadable document on our website.

Your information will be shared with the Police and the Fire Service for the purposes of Neighbourhood Watch and the prevention and solution of crime and will not be shared with any other third party without your explicit permission.

At your request, your personal information will be removed from the Neighbourhood Watch database and we will not contact you. We will audit the information we hold and you will be contacted to ensure the data we hold is correct and that you are still happy for us to hold it.

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<sup>1</sup> [https://www.neighbourhoodalert.co.uk/pages/1339/1/Secured\\_by\\_Design.html](https://www.neighbourhoodalert.co.uk/pages/1339/1/Secured_by_Design.html)

communities that care

Unit 10, Alpha Centre  
Stirling University Innovation Park  
Stirling, FK9 4NF  
Tel: 01786 450145

Neighbourhood Watch Scotland SCIO  
is a Scottish Charitable Incorporated Organisation  
Charity number: SC036510

Email: [info@neighbourhoodwatchscotland.co.uk](mailto:info@neighbourhoodwatchscotland.co.uk)

[www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk)

## **Collection and Retention of Membership Information**

Becoming a member of Neighbourhood Watch is slightly different to registering. We are a Scottish Charitable Incorporated Organisation (SCIO) and there is legislation governing the length of time we have to retain some basic information about our members. Details of what information we require to keep and for how long are outlined in our constitution, which is available on our website, or by request.

## **Information we collect when you visit the Neighbourhood Watch Scotland Website**

When you access [www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk) we use technology to collect information indirectly such as your Internet address which is then kept in our Internet access logs.

We collect information directly from you in a number of ways. One way is through the use of cookies. Cookies are small files of information which save and retrieve information about your visit to our site - for example, how you entered our site, how you navigated through the site, and what information was of interest to you. You can view more information about how we use cookies and how you can disable them here: [https://www.neighbourhoodalert.co.uk/pages/1279/1/Cookie\\_Policy.html](https://www.neighbourhoodalert.co.uk/pages/1279/1/Cookie_Policy.html)

### **How do we use this information?**

We analyse it to see what is most effective about our site, to help us identify ways to improve it, and to make it more effective. We may also use data for other purposes, which we would describe to you at the point we collect the information.

We take appropriate steps to maintain the security of your data on our website. You should understand that the open nature of the Internet is such that data may flow over networks without security measures and may be accessed and used by people other than those for whom the data is intended. Our intention is that this should not happen and we take measures to ensure that it does not.

### **Will we disclose your information to or share it with other organisations?**

The Police and Fire Service will have access to your information, for the purpose of Neighbourhood Watch and the prevention and solution of crime.

We do not share data with other organisations unless the law permits us to do so. We do not sell individual information. We will share it only with our authorised Data Processors who must act at all times on our instructions as the Data Controller under the Data Protection Act 1998. Before you submit any information, we will notify you

as to why we are asking for specific information and it is completely up to you whether or not you want to provide it.

### **Other Types of Information**

From time to time, we may encounter information about you in other forms. Generally this will come from contact initiated by you in terms of queries, orders or requests for changes of details.

We also gather information in survey form, on a number of topics relating to community safety and Neighbourhood Watch. We will let you know why we are conducting the survey and what the information you provide will be used for and who it will be shared with. You are not required to take part in any surveys.

Information shared with us in this way, by e-mail or by letter, will be kept for a period of six months in order to refer back to it should a related query arise. Information is held securely and disposed of securely.

### **We may give you access to your information**

You are entitled to know whether we hold information about you and, if we do, to have access to that information and require it to be corrected if it is inaccurate. You can do this by contacting Neighbourhood Watch Scotland, Unit 10, Alpha Centre, Stirling University Innovation Park, Stirling, FK9 4NF.