

PRIVACY NOTICE

Youth with a Mission Scotland Ltd takes your privacy seriously and we are committed to protecting your personal data. We aim to be clear when we collect your personal data and not do anything you wouldn't reasonably expect.

Please read this Privacy Notice carefully to understand our practices regarding your personal data and how we will collect, use and store your personal data. We'll share how we use your data we might collect via third party websites/social media but we are not responsible for the privacy practices of these sites and recommend you check their privacy notices when using other digital platforms outside our own. We may update this Privacy Notice from time to time so please check it regularly. If there are significant updates, we will notify you.

Who are we?

We are Youth With A Mission Scotland, Ltd. – a company registered in Scotland under number 77148 and a Scottish charity under number SCO13315. We are often called YWAM Scotland for short or known in local communities by team names such as YWAM Paisley or YWAM Seamill. When you visit a team website that is a part of YWAM Scotland, we will identify it as a ministry of YWAM Scotland and under this same privacy policy.

You can reach us with questions about this privacy notice or your personal data via our registered office:

YWAM Scotland
Data Protection Team
9 Glenbryde Road
West Kilbride
KA23 9NJ

Phone: 01294 829 400

For questions and to update your data: datateam@ywamscotland.org

To request access to your data: accessdata@ywamscotland.org

To opt-out: unsubscribe@ywamscotland.org

What are the types of personal information we collect?

YWAM Scotland collects and uses your personal information to operate the YWAM Scotland website and deliver the services you have requested using the information

you provide to us. This includes contact information you provide via online or offline forms, for example, so that we can respond to your requests.

We may also keep track of the pages and posts users visit and how you reached our websites/social media platforms in order to determine what YWAM Scotland services and posts are the most popular. This data is used to deliver customised content on our websites/platforms to customers whose behaviour indicates that they are interested in a particular subject area. It also helps us know to provide similar content in the future.

If you apply for a training course or event we offer, or for a position as a volunteer staff member, we collect and store relevant personal data to aid us in the recruitment and selection process and human resource management for successful applicants. If you do not provide that information, we may not have enough information to decide on your application and you will be unsuccessful.

If making a payment or donation, we collect information as required by law, donation service providers, and current accounting practices. If you do not provide required information, we may not receive the benefits of Gift Aid.

Sensitive or special category data

We aim to limit the amount of sensitive data we collect from you (i.e. data on health, ethnicity, race, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, sex life or sexual orientation). This may be required during the course application or human resources management process but only where relevant to the recruitment, and selection of trainees and volunteer staff, and the business management or obligations of YWAM Scotland. Please see the lawful bases section below for more information on our conditions for collecting sensitive data.

If you choose not to provide certain sensitive data, it may impact your application process or request for visa sponsorship.

Information about your children

YWAM Scotland values families and children and often provides events, activities and courses that include children. When personal information about children is collected or processed in order to deliver these activities, we will not contact the children directly but ask the parent or carer to provide the information and consent.

Use of cookies

The YWAM Scotland website, in common with many other website providers, uses “cookies” to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run

programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a time-saving feature. A cookie tells the web server that you have returned to a specific page. For example, if you personalise YWAM Scotland pages, or register with a YWAM Scotland site or service, a cookie helps our web page to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on.

Most browsers are set to automatically accept cookies by default, but you can change this setting. For instructions on how to find and accept/reject cookies for your browser, please read its help information.

CCTV Use

CCTV for the purposes of safety and security may be in use at a property owned by YWAM Scotland whose grounds are open to the public. Notices are posted onsite when CCTV is in use.

What are the lawful bases for collecting and processing your information?

You provided consent for a specific purpose.

We will ask for your consent to use your personal data to send you electronic communications such as newsletters and emails or giving opportunities. You always have the right to withdraw your consent at any time.

It is necessary to fulfil a contract with you or provide a service you requested.

Sometimes it is necessary to collect and process your personal data so that we can fulfil contractual relationships. Or you may apply and enrol in a course or event and we need to process your information for the purposes of recruitment, selection and execution of the offering.

It is necessary for compliance with a legal obligation to which we are subject.

This includes requirements for retaining certain records such as employment records or disclosing personal data to regulators or law enforcement agencies.

It is within our legitimate interests.

Applicable law allows personal data to be collected and used if it is reasonably necessary for our legitimate interests or a third party's legitimate interests (as long as the processing is fair, balanced and does not unduly impact individuals' rights). We will rely on this ground to process your personal data when it is not practical or appropriate

to ask for your consent, and where we are confident that this will not impact your rights.

Our legitimate interests are achieving our charitable aims and promoting our charitable work.

We also have a legitimate interest in providing useful reports and feedbacks to our trustees. We use an anonymous form of data in this case wherever possible.

We will also rely on our legitimate interests for the proper administration of YWAM Scotland and the management of our operations (for example, maintaining appropriate records and databases).

When we process your personal data to achieve such legitimate interests, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal data for activities where our interests are overridden by the impact on you, (for example, where use would be excessively intrusive) unless, for instance, we are otherwise required or permitted to by law.

Additional conditions for sensitive data processing

Under the GDPR, we must also provide additional conditions as listed in Article 9 for processing sensitive data.

For YWAM Scotland, this includes:

- a. The explicit consent of the data subject (you) for processing the data for a specific purpose (such as recruitment and selection for a course or volunteer staff role).
- b. Processing is necessary for the purposes of carrying out of obligations placed on YWAM Scotland (such as reporting to the Home Office related to visa sponsorship.)
- c. Processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent (such as a medical emergency whilst on a training course or outreach.)
- d. Processing is carried out in the course of YWAM Scotland's legitimate activities as a not-for-profit with a religious aim as long as it relates to our members, former members and those connected to us and not shared outside our body without the data subject's (your) consent.

What do we do with your personal information once you share it with us?

Communicating with you

YWAM Scotland uses your information for business purposes to deliver the services, information or communications you've requested or fulfil governmental obligations on your behalf.

We will contact you by post, telephone and/or email according to your preferences and consent. Requests to stay informed about YWAM Scotland (news of our events, activities or the work of YWAM Scotland generally) do not opt you in to fundraising appeals. We'll ask before providing information about opportunities to partner with us financially. You may opt-out of these communications and update your preferences each time we contact you or by emailing unsubscribe@ywamscotland.org at any time.

Donors, trustees, applicants, event participants, course trainees, and volunteer staff can expect to be communicated with in line with business purposes whilst their association with us is active.

Sharing your data with others

Internally, we operate a need-to-know policy. That means we only share the specific personal data needed by our staff members to perform their role.

For trainees and volunteer staff, we may also share limited data for the purpose of community –building and internal communications such as a staff phone list or photo displays. You will be provided with opportunities to opt-in and opt-out of sharing in this way.

YWAM Scotland does not sell, rent or lease its customer lists to third parties.

If relevant to the interests you've shared with us, YWAM Scotland may, from time to time, contact you on behalf of external ministry partners about a particular event or course offering. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party.

In addition, YWAM Scotland may share data with trusted partners and government bodies to help us perform our business purposes, arrange ministry placements within our courses, provide statistical analysis, maintain course enrolment and training records, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to YWAM Scotland, and they are required to maintain the confidentiality of your information.

YWAM Scotland will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a)

conform to the edicts of the law or comply with legal process served on YWAM Scotland or the site; (b) protect and defend the rights or property of YWAM Scotland; and, (c) act under exigent circumstances to protect the personal safety of users of YWAM Scotland, or the public.

Promotional materials

YWAM Scotland relies on great stories and images to communicate our work in Scotland and abroad. Participation in our courses and events may result in your image and the stories you share with us being used for promotional purposes. Registrants and volunteer staff will have the opportunity to consent to being included in promotional materials. If attending an event open to the public, please consult notices to determine if the event will be filmed/photographed and find film-free zones if you do not wish to have your image captured or shared in this way.

How long do we keep your personal information?

We keep personal data for as long as it is needed to achieve the purposes for which it was collected and in accordance with our Data Retention Policy. This policy reflects both good practice and statutory requirements such as tax and HR law. If you ask us to stop sending you marketing communications, we will retain certain details, such as your name, to help us ensure that you are not contacted again.

Where and how do we store your personal information?

YWAM Scotland operates primarily in Scotland and uses storage devices and facilities in the UK. However, the data that we collect from you, particularly if shared electronically, may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”).

It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. YWAM Scotland will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Security of your Personal Information

YWAM Scotland secures your personal information from unauthorised access, use or disclosure. YWAM Scotland secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot

guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

We use third-parties to process electronic payments. When personal information (such as a credit card number) is transmitted through these websites, you should ensure you see a secure setting in your browser's address bar. We only recommend services protected by encryption such as the Secure Socket Layer (SSL) protocol.

What are your personal data rights?

Please note that you may only use/ benefit from some of these rights in limited circumstances. For more information, we suggest that you consult guidance from the Information Commissioner's Office (ICO) or please contact us using the details below.

Right to restrict processing

In certain circumstances you have a right to require us to stop processing your personal data in a particular way.

Right to erasure

You have the right to request that your personal data is erased from our data storage in certain circumstances.

Right of access

You have a right to ask for a copy of the personal data we hold about you. If you want to access your personal data, please send a description of the personal data you want to see and proof of your identity to accessdata@ywamscotland.org A SAR (subject access request) is free of charge.

Right to rectification

We also want to make sure that your personal data is accurate and up to date. Please let us know if your details change. You may also ask us to correct or remove personal data which is inaccurate.

Right to object

You can also opt-out of receiving all or some of our marketing communications or request that we stop processing personal data about you for certain purposes at any time by contacting us using the details below.

Right to data portability

In certain circumstances, you have a right to data portability which means we will provide you (or a third party you nominate) with your personal data in a structured, commonly used and machine-readable format.

How can I update my contact details or preferences?

We aim to keep our information about you as accurate as possible. If you would like to review or update your details or preferences that you shared with us use the link provided in marketing or staff communications. OR contact us at datateam@ywamscotland.org OR use the mailing address at the start of this notice. You may be asked to confirm your identity.

Changes to this Privacy Notice

YWAM Scotland will occasionally update this Statement of Privacy to reflect company and user feedback. YWAM Scotland encourages you to periodically review this Notice to be informed of how YWAM Scotland is protecting your information.

Concerns or comments about this notice

YWAM Scotland welcomes your comments regarding this Privacy Notice. If you believe that YWAM Scotland has not adhered to this Notice, please contact our data team lead at datateam@ywamscotland.org. We will use commercially reasonable efforts to promptly determine and remedy the problem.

If you are not satisfied with the outcome of your request or complaint, you may contact the Information Commissioner's Office at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

You can also use the Information Commissioner's Office online form: <https://ico.org.uk/global/contact-us/email/>