



## **Respecting your privacy**

Xchange Scotland appreciate that your data is really important to you and it's important to us too. This is why we will look after your data and protect it. We will never sell it to any other business.

Please read our Privacy statement and Cookie Use Policy bellow which provide clear information on how we handle and protect your personal information.

## **Privacy Statement**

Preservation of your privacy is important to Xchange Scotland and we are committed to letting you know how we use your personal information and to making only responsible use of your data.

References to "we", "us", "you" or "our" in this Privacy Policy are references to Xchange Scotland, a charity registered in Scotland, registered charity number SCO40081.

### *1. Information about you*

1.1 We will collect personal information from you when you or your organisation enquire about our activities or subscribe to one of our services. This may include your name, title, email address, physical address, telephone numbers and your volunteering interests. We may also ask for some additional, non-personal information.

### *2. Our use of this information*

2.1 Your personal information will only be used to process your requests, to provide you with our services, and to provide you with information relating to our services and all other services which we think you may be interested in.

### *3. Security*

3.1 We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us.

3.2 Communications in connection with this service may be sent by e-mail. For ease of use and compatibility, communications (other than payments where applicable) will not be sent in an encrypted form unless you require it and provide the certification to enable us to communicate with you in that way. E-mail unless encrypted is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free.



#### 4. Cookies

4.1 If cookies are used they will only be used to assist the purposes set out in this privacy policy, but cookies will not be used if we do not consider them to be necessary. Please read our [Cookie Use Policy](#) for more information.

#### 5. Other information

5.1 If you would like us to correct or update any information, or if you would like information deleted from our records, then please email us at [info@xchangescotland](mailto:info@xchangescotland).

5.2 This privacy policy may be updated from time to time, so please check it periodically.

5.3 Links within our sites to other websites are not covered by this privacy policy.

PLEASE READ THIS PRIVACY STATEMENT IN CONJUNCTION WITH OUR WEBSITE'S [COOKIE USE POLICY](#).

### **Cookie Use Policy**

#### 1. What are cookies

A cookie is a small piece of data or message that is sent from a website's server to your web browser and is then stored on your hard drive. They're generally used to improve your user experience by – for example – remembering what's in your online shopping basket or keeping you logged in on a website as you navigate from one page to another. Cookies can't read data off your hard drive or other cookie files, and do not damage your system.

#### 2. How we use cookies

##### 2.1 First party cookies

The only first party cookies we use allow Google Analytics to monitor the performance of our website. Soon we will use cookies to store login information and remember preferences so you may want to check what these cookies are when this happen.

##### 2.2 Third party cookies



We only use essential third party cookies to process – for example – your membership registration or process a payment you have made. Without them you would simply lose information from one page to the next.

We also use social media (e.g. Twitter, Facebook, YouTube) and their buttons to connect with/to their websites, so read their cookie use policy to check what information they're collecting on you too.

### 2.3 Email marketing

Our email marketing (which includes some but not all member communications) may be trackable at an individual level, allowing us to determine, for example, opens and link clicks. This information is generally used to help assess the effectiveness of communications so that – for example – we can send you more of what you like.

## 3. *How to change your cookies*

### 3.1 First party

Your web browser settings allow you to refuse any cookie or to alert you to when a cookie is being sent. They also allow you to control cookies stored on your hard drive.

### 3.2 Third party

The above applies but as mentioned before the only third party cookies we use are essential to complete certain tasks, therefore if you disable them, the thing you're trying to do won't work.