



Community support and signposting services provided by Newcastleton & District Community Trust

Confidentiality Policy updated September 2023

The Listening service is confidential. We will not discuss anything about you outside of the Community Team without your explicit agreement, except in exceptional circumstances. For example, we would have a duty to inform your GP if we were concerned that there was a serious risk of harm to yourself or others. Confidentiality is a most important part of this service, and the service subscribes to the ethical framework of COSCA (Confederation of Scottish Counselling Agencies)

Personal Data

The service stores data in accordance with the Data Protection Act. The team keep their own records of their work, and these notes are held securely and confidentially for six years, after which they are destroyed. These records do not form part of any other record system within the Trust. The service also stores basic information about each client on a secure and confidential database, which is also kept separate to any other record system. This information is used to compile aggregate data and monitor the service. No information that can be traced back to individuals will be released by the service.

Privacy statement

When you engage with Newcastleton & District Community Trust as a service user, donor, or other volunteer, we may need to add personal data to our database as to help with ongoing business matters.

In line with the Data Protection Act, we will ensure that the data we hold is relevant, accurate, adequate, and not excessive. We will not use it to contact you for purposes other than those intended, and we will not pass on your information to third parties.

Normally the only information we hold comes directly from you. Whenever we collect information from you, we will make it clear which information is required in order to provide you with the information, service or goods you need. You do not have to provide us with any additional information unless you choose to. We will store your information on secure servers where we restrict access to appropriate staff members. All our staff members are briefed on handling personal information securely and sensitively.

We may also like to contact you in future to tell you about the work we are involved in, and in some cases, ways in which you might like to support Newcastleton & District Community Trust. You have the right to ask us not to contact you in this way. We will always aim to provide a clear method for you to opt out. You can also contact us directly at any time to tell us not to send you any future marketing material.

You have the right to a copy of all the information we hold about you. To obtain a copy, please write to Newcastleton & District Community Trust office. After verifying your identity, we will provide the information free of charge within 14 days.

Online Privacy Statement

Newcastleton & District Community Trust is committed to protecting your privacy when you visit our website. When you visit the site, you do not have to give us any personal information about yourself. If you choose to e-mail us or to complete an on-line form, Newcastleton & District Community Trust will not pass on this information to third parties. Any personal data collected through this website will be treated as confidential in line with the principles of the Data Protection Act.

Like many websites, in order to track traffic flows our site uses 'cookies'. These are text files that identify users' computers to our server but do not identify individual users. When users enter our site, their computers will automatically be issued with cookies. We use Google Analytics to measure the use of the site including the number of visitors and how frequently different pages are viewed. This helps us to develop and improve our site. The data we collect will not be used to identify any user personally.

You can prevent cookies being stored on your computer but please note that doing so may restrict your ability to use the site. If you want to know how to do this, please look at the Help menu on your browser.

The site contains links to other websites which are outside our control and are not covered by this Privacy Policy. If you access any of these websites using the links provided, please note that they have their own privacy policies, and you should check these before submitting any personal data. We cannot accept any responsibility or liability for these policies.

It is possible that we may amend this Privacy Policy from time to time. If we make any substantial changes to the way in which we use your personal information we will notify you by posting a notice on the site's homepage. You can view the current version of our Privacy Policy at any time by clicking on the Privacy Policy link.

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