

You can see our ([general privacy notice](#)) and ([privacy statement](#)) on our website for further details on how we collect, use, share and store personal information along with information about your rights.

Specific processing purposes and legal basis, etc: Macmillan Volunteering Hub Stakeholder Engagement



(controller) who we are:

Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of personal information collected or obtained by us that is necessary for our processing purposes.

See [contact us](#) for details of our data protection officer.



Specific (categories or types) of personal information we collect:

We collect and process certain categories or types of personal information and stakeholder/organisation information when you provide it directly to us:

- in correspondence, by telephone, email, message or in a survey;
- for a registration or booking an appointment, or when you meet with us in person, at events, exhibitions or in webinars; or
- by other means of contact or communication you make with us in relation to our services

Stakeholder information is any information relating to an 'organisation' who engages with us who has an interest in cancer support services in Glasgow (this may however contain elements of personal information) and would include:

- Name, Stakeholder/Organisation Name, Job Title or Position, E-mail Address, telephone or mobile, address and other stakeholder Contact Details;
- Records of your contact, communications or correspondence, and engagement with us;

Any other information you may share with us to help profile or promote your services or deal with your enquiry.



Specific (purposes) why do we need your personal information and what do we do with it?

- We work with stakeholders to provide updates on services being provided by the Macmillan Volunteering Hub at Glasgow Life, as well as updates on information about other relevant partners across Glasgow and the services they provide. These updates include information on events, exhibitions, network forums, webinars etc that we or our partners or other stakeholders facilitate or promote.

These partners may include, but would not be limited to:

- Long Terms Conditions and Macmillan Service (Glasgow City Council)
- Improving Cancer Journey (Glasgow City Council)
- Glasgow Sport
- Other Macmillan funded organisations/services
- Cancer Support Scotland
- NHS Greater Glasgow and Clyde
- Glasgow City Health and Social Care Partnership
- Housing associations
- Third sector or other organisations with an interest in cancer support services.

We need the information about you to help compile our stakeholder engagement register about stakeholders/organisations who are interested in these services being provided. We will use the register to carry out activities, including marketing, promotion, public relations or journalism and to provide updates and information to you about the services. These services would be provided and intended to be made available in print or digital media to be disseminated or published within Glasgow Life and/or by our partners into the public domain via platforms and channels we or our partners use e.g. in news or radio, newsletters, emails, websites or in other channels.

- As a stakeholder engaging with our services we would use your information in our register to:
 - Keep records of your contact details and your permission where appropriate for the use of your personal and stakeholder information.
 - Verify your identity where required, contact you by post, email or telephone or by other means and to maintain our records.
 - Process your personal and stakeholder information if you take part in a survey or provide participant feedback.
 - Use your information in a case study, feature or article, in radio, news, magazines, or on digital media or platforms, social media and websites.
 - Communicate and respond to your enquiries or requests when you contact us.
 - Send you a publication, press release, newsletter, text or email communication.
 - Facilitate registration, booking, appointment or attendance for an event, exhibition, network forum or webinar, as a guest, participant, visitor, speaker or exhibitor.
 - Engage with you at events, meetings, networks, webinars or exhibitions and follow up with you by email or other means of contact on enquiries or requests you make with us.
 - Record your permission to take images or recordings (footage/audio) at any of our events, exhibitions or webinars to promote or publicise you or the services, events, exhibitions, networks, or webinars via the channels we use.



Specific (sharing) who do we share your information with?

- We may need to share your information with other public bodies if required to do so by law or for fraud detection and prevention;
- Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website.
- Your information will be shared with law enforcement bodies where required or permitted by law.

Additionally:

- To provide the service to you, we need to use other organisations as processors to provide the systems we use and services we provide. We put legal safeguards in place to ensure these processors only act on our written instructions and don't use your information for their own purposes.



(monitoring) and statistical research:

Some information is analysed after collection and during use to provide anonymised statistical information to help improve services, monitor equality and other similar purposes. This is carried out with safeguards in accordance with our Information Use and Privacy Policy.



Specific (**profiling**) or automated decision-making:

We don't use automated decision-making. By nature of the profiling activities we will carry out, manual profiling is carried out for our purposes listed above.



(**other persons**) information you have given us:

If you have provided anyone else's details on a form, please make sure that you have told them that you have given their information to Glasgow Life and how they can **contact us** if they require any information on why we need to use it or how they can exercise their rights.



Specific (**international transfers**) if any apply

We don't plan to make any international transfers of personal data although by nature of the services being promoted, your information (which could include personal data) may be published or disseminated and made public by or on behalf of Glasgow Life and that websites and social media or other media, platforms or channels may be viewed throughout the world, not just in the United Kingdom where UK law applies.



Specific (**legal basis**) for using your information:

We rely on the following legal bases for processing your personal information:

- Necessary for the performance of a task carried out in the public interest by Glasgow Life.
- With your consent for communications we send to you or for permission to capture and use images or footage of you. You are able to withdraw your consent at any time. You can do this by contacting us at macmillan@glasgowlife.org.uk

You can see a summary of how your rights are implemented for each legal basis used at:

www.glasgowlife.org.uk/privacy-rights.

Some of the above legal bases for processing will overlap and there may be several grounds which justify our use of your personal information.



(**your rights**) under data protection law:

Access to your information: you have the right to request a copy of the personal information about you that we hold.

Correcting your information: we want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information: you have the right to ask us to delete personal information about you where:

- (i) you consider that we no longer require the information for the purposes for which it was obtained;
- (ii) you have validly objected to our use of your personal information – see *Objecting to how we may use your information* below; and/or where
- (iii) our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information: You have the right at any time to require us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information: in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Withdraw your consent at any time for any further processing of your personal data where the legal basis we use is based on consent.

Seek redress, either through the ICO, or through the courts.

You can see a summary of how **your rights** are implemented for each **legal basis** used at: <https://www.glasgowlife.org.uk/privacy-rights>.

Please see **contact us** if you wish to exercise any of these rights.



(storage) how we store your personal information:

Your information is stored securely in our facilities or systems. We only keep your personal information for the minimum period necessary. Sometimes this time period is set out in law, but in most cases it is based on business need. We will delete your data if you withdraw or refuse your consent when it is collected on the lawful basis of consent.

We maintain a records retention schedule which sets out how long we hold different types of information. You can view this on our website at www.glasgowlife.org.uk/rrs or you can request a hard copy.



(more information):

You can find more details for the Macmillan Volunteering Hub provided by Glasgow Life at: <https://www.glasgowlife.org.uk/macmillan> and more information about how we handle your personal information at: <https://www.glasgowlife.org.uk/privacy>. If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: <https://www.glasgowlife.org.uk/accessibility>



(contact us):

You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: dataprotection@glasgow.gov.uk; and by telephone on: 0141 287 1055.