

Your rights and your personal data

Unless subject to an exemption [under the GDPR], you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which ILM (Highland) holds about you;
- The right to request that ILM (Highland) corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for ILM (Highland) to retain such data;
- The right to withdraw your consent to the processing at any time;
- The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller (known as the right to data portability);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable). *This only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics.*
- The right to lodge a complaint with the Information Commissioners Office.

Contact details to exercise all relevant rights, queries, or complaints please in the first instance, contact us at:

ILM (Highland)

**Unit 1G
Teaninich Industrial Estate
Alness
IV17 0XS**

01349 884774

**ilm@ilmhighland.co.uk
www.ilmhighland.co.uk**

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

Where and whenever necessary, we will seek your prior consent to the new processing.

Data Protection Lead:

Claire Weaver, Business Development Manager
claireweaver@ilmhighland.co.uk

Charity No. SC022504 Company No. SC150500
ILM (Trading) Limited SC559148



DATA PRIVACY NOTICE For Clients and Customers



The 'GDPR': General Data Protection Regulations, 2018

ILM (Highland)
Unit 1G
Teaninich Industrial Estate
Alness
IV17 0XS

Tel: 01349 884774

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data, and commonly includes information such as name, address, phone number, etc.

Who are we?

ILM (Highland) is a social enterprise and registered charity that delivers a range of important services, including:

- a Waste Electrical and Electronic Equipment (WEEE) Recycling Service throughout the North and North-East of Scotland;
- an Electrical Appliance outlet in Alness selling a wide range of new and reconditioned electrical appliances - a service delivered by ILM (Trading) Limited;
- a Care and Repair service providing home improvements, adaptations and repairs for the elderly and people living with a disability across Ross-shire and Sutherland;
- a Handyman service providing small jobs for the elderly and people living with a disability across Ross-shire and Sutherland, including telecare and wheelchair services; and a dedicated Veterans Handyman service for veterans over the age of 65 living in Ross-shire, Sutherland and Moray in partnership with Unforgotten Forces.

For the services listed above, ILM (Highland) is the data controller, which means we decide how your personal data is processed and for what purposes.

How we process your personal data

ILM (Highland) complies with its obligations under the GDPR by:

- keeping personal data up to date;
- by storing and destroying it securely;
- by not collecting or retaining excessive amounts of data;
- by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:

- To enable us to provide services for the benefit of the public as specified in our constitution, contracts and service level agreements;
- To undertake sales and adhere to the financial standards and regulations;
- To maintain client records;
- To fundraise and promote the interests of the charity;
- To maintain our own accounts and records;
- Our processing also includes the use of CCTV systems for the prevention of crime;
- To operate our web site and deliver the services that individuals have requested;
- To inform individuals of news, events, activities or services running at ILM (Highland);
- To process gift aid applications;
- To contact individuals via surveys to conduct research about their opinions of current services or of potential new services that may be offered;
- To take photographs of properties/ rooms in order to assess, undertake and confirm work completed through the Care & Repair and Handyman services;
- To issue customer satisfaction surveys to monitor our performance and activity of our Care & Repair and Handyman services;
- To take promotional photographs (only with written consent) to publicise the work and benefits provided by us through our services.

The legal basis for processing personal data

Processing of personal data is necessary for the performance of a contract with the data subject or to take steps to enter into a contract. This includes our WEEE, Shop sales, Care and Repair, Handyman, Telecare, and Wheelchair services.

Sharing your personal data

Your personal data will be treated as strictly confidential, and will only share your data with third parties outside of the organisation with your consent.

For Care and Repair, Handyman, Telecare and Wheelchair services, we will only share your personal data with the Highland Council and NHS Highland as necessary for the performance of a contract or to take steps to enter into a contract and written consent is therefore not required.

How long do we keep your personal data?

We keep your personal data for no longer than is reasonably necessary, and for a period of not more than 7 years in order to comply with our legal and contractual obligations. ILM (Highland) has a Retention and Erasure Schedule which ensures that all personal data we hold is stored and deleted securely as per our defined retention periods.