



PRIVACY POLICY

Grampian Cardiac Rehabilitation Association (GCRA Ltd) promises to respect any personal data you share with us, or that we get from other organisations and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. Here we tell you what we will and will not do with your information. This policy includes:

- [Where we collect information about you from.](#)
- [What personal data we collect and how we use it.](#)
- [How we keep your data safe and who has access.](#)
- [Keeping your information up to date.](#)
- [Right of access and correction of your information.](#)
- [Changes to this Policy.](#)

If you have any questions, comments, or suggestions, please let us know by contacting.

GCRA Ltd,
Unit 6, Turriff Business Centre,
Markethill Industrial Estate,
Turriff,
AB53 4AG

Email: info@gcra.org.uk

Where we collect information about you from

We collect information in the following ways:

WHEN YOU GIVE IT TO US DIRECTLY

You may give us your information to become a member, receive a service from GCRA, sign up for one of our events, tell us your story, donate, purchase a product, or communicate with us. Sometimes when you support us, your information is collected by an organisation working for us, e.g. a professional fundraising agency, but we are responsible for your data at all times.

WHEN YOU GIVE IT TO US INDIRECTLY

Your information may be shared with us by independent event organisers, e.g. the Kilt Walk or fundraising sites like Localgiving or JustGiving. These independent third parties will only do so when you have indicated that you wish to support GCRA and with your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.

WHEN YOU GIVE PERMISSION TO OTHER ORGANISATIONS TO SHARE IT

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you may give us permission to access information from those accounts or services.

You may also provide permission for third party organisations to share your data with other third parties, including charities. You may do this when you buy a product or service, share your information with a website that runs competitions or register with a comparison site.

The information we get from those services depends on your settings or the responses you give, so you should regularly check them.

WHEN INFORMATION IS AVAILABLE PUBLICLY

We may combine information you provide to us with information, which is publicly available, e.g. from online fundraising pages, to gain a better understanding of our supporters and to improve our communications with you. This is because sites such as Localgiving and JustGiving only pass on basic contact details and the amount raised, but do not pass on information regarding your motivations in raising funds for the charity.

WHEN WE COLLECT IT AS YOU USE OUR WEBSITES OR APPS

Like most websites, we use 'cookies' to help us make our site and the way you use it better. Cookies mean that a website will remember you. They're small text files that sites transfer to your computer, phone, or tablet. They make interacting with a website faster and easier – for example by automatically filling your name and address in text fields. There are more details in our [Cookie Policy](#).

In addition, the type of device you're using to access our website or apps and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you're using, what your device settings are, and why a crash has happened. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

The website uses a cookie for Google Analytics. It does not capture or store personal information, but merely logs the user's IP address which is automatically recognised by the web server. This is used to record the number of visitors to our site and volumes of usage.

For more information about Google Analytics visit the [Google Analytics website](#). If you do not wish to accept cookies on to your machine you can disable them by adjusting the settings on your browser. However, this will affect the functionality of the GCRA website.

What personal data we collect and how we use it

The type and quantity of information we collect and how we use it depends on why you are providing it.

If you become a member we will usually collect:

- Your name.
- Your contact details.
- Your date of birth.
- Your health self-assessment.
- Your emergency contact.

Where it is appropriate we may also ask for:

- Information relating to your health, for example if you are taking part in a high-risk event. NB: this is not about people who use our services – their data is held separately within GCRA.
- Confirmation of whether you are or not a taxpayer for Gift Aid purposes.

We will mainly use your data to:

- Provide you with the correct exercise class, products, or information you asked for.
- Administer your donation or support your fundraising, including processing Gift Aid.
- Keep a record of your relationship with us.
- Manage the way you like to hear from us regarding the work of GCRA and how you can support us.
- Understand you better so we can improve our services, products, or information.

Whatever it is about GCRA you are interested in, we really want to be as tailored as we can in our communications with you. To help us do this, we will sometimes analyse things like what you are interested in and where you live to help us engage with you in a meaningful way. This is important because it cuts down on broad ranging communications and helps us ask for donations or give information based on what we know you would like to hear about. We also want to get in touch in the way you'd prefer – be it by email, on the phone or in writing – and may ask you to let us know your preferred option.

We will contact you from time to time to let you know about the progress we are making and may ask for financial and non-financial support. We make it easy for you to tell us how you want us to communicate, in a way that suits you. Our forms have clear communications preference questions, and we include information on how to request [no further contact](#) from us. If you don't want to hear from us, that's absolutely fine. Please just get in touch to let us know and we will make sure your wishes are followed.

When we send communications about the work of GCRA and how you can support us by email, this is because we believe you are interested in people in Scotland with long term health conditions. We will always provide an easy way for you to unsubscribe from receiving such materials. Where our communications are by e-mail, we will only do so if you have consented to receive them, and you will always be offered an opt-out option.

How we keep your data safe and who has access

We ensure that there are appropriate technical controls in place to protect your personal details; for example, our online forms are always encrypted and our network is protected and routinely monitored.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff and contractors.

As a small charity, we do not always have the resource to do everything ourselves. We sometimes use external companies, such as telephone, door-to-door, or marketing agencies, to collect or process personal data on our behalf. We do comprehensive checks on these companies before we work with them, and put a contract in place that sets out our expectations of and requirements about how they handle your data on our behalf.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

We do not sell or share personal details to third parties for the purposes of marketing. However, if you attend an event run in partnership with another named organisation, your details may need to be shared. We will be very clear what will happen to your data when you register.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

Keeping your information up to date

Where possible, we use publicly available sources to keep your records up to date. We really appreciate it if you let us know if your contact details change.

Right of access and correction of your information

Your right to know what we know about you, make changes or ask us to stop using your data.

You have a right to ask us to stop processing your personal data. If it's not necessary for the purpose you provided it to us for (e.g. processing your donation or registering you for an event) we will do so.

Contact us on 01888 569160 or email info@gcra.org.uk if you have any concerns. You have a right to ask for a copy of the information we hold about you. If you spot any mistakes, please let us know and we will correct them.

If you want to access your information, send a description of the information you want to see and proof of your identity by post to:

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AB53 4AG

We do not accept these requests by email to make sure we only send personal information to the right person.

Changes to this policy

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information, we will make this clear on the GCRA website or by contacting you directly.

Revised April 2024