



## **SCARBOROUGH TALKING NEWS PRIVACY POLICY**

Scarborough Talking News (STN) is committed to ensuring privacy to all Listeners and Volunteers, employing sound data privacy governance and effective data privacy compliance. The STN Committee is responsible for this policy and General Data Protection Regulation (GDPR) compliance with the support of all volunteers. The policy has been developed following data protection principles outlined in the Data Protection Act 2018.

### **Scope**

The Privacy policy applies to personal data relating to our listeners, volunteers, any other members and committee members, which is held in electronic format and hard copy, retained in protected files.

### **Collection of Personal Information**

Personal information is any information that personally identifies an individual or from which an individual could be identified. This may include a name, address, telephone number, email address and other private personal attributes.

STN collects, uses, stores and transfers personal information in order to carry out the charity's purpose of providing a free service to visually impaired and print disabled listeners. Processing is completed in compliance with applicable laws, including appropriate notice and consent.

We may collect and process personal information through a variety of means, including during conversations or correspondence with our listeners or their representatives. If our information is incorrect/out of date, please let us know (see below) and we will update it immediately.

### **Use and Sharing of Personal Information**

We will use your personal information in order to provide our service. We reserve the right to disclose your personal information as required by law and when we believe that disclosure is necessary to protect our rights, or the rights of others, or to comply with judicial proceedings, court order, law enforcement or legal process.

STN will not sell data details to a third party.

If personal data security is breached in any way, STN will notify you immediately we become aware.

### **Choices and Privacy Preferences**

STN will collect personal information from you including your name, phone number, address, email address and other information you choose to provide in order that we may send our recording by post to all our listeners. It will not be possible for us to provide this service to our listeners without retaining the necessary personal data. We will delete listeners' personal data from our records when they stop using our service and volunteers' data when they cease to volunteer.

Volunteers data is collected and shared both digitally and on paper. It is made clear to all volunteers that this information is confidential and to be shared between STN volunteers to ensure a consistent, effective service and for no other reason.

### **Access to Personal Information**

To submit an access request to the personal information we hold for you, please contact STN on: 07493 700724. Within one month (if not sooner) we will arrange with you what access requirements best suit your circumstances.

### **Complaint Resolution**

STN is committed to resolve any complaints you may have in relation to your privacy and STN's collection and use of your personal information. Please send any privacy related complaints/requests to:

Scarborough Talking News  
c/o Yorkshire Coast Sight and Support Centre  
181 – 183 Dean Road  
Scarborough  
YO12 7JH

If you are unhappy with our response you can make a complaint to the Information Commissioner's Office (ICO) on: 0303 123 1113.

### **Notification of Changes**

STN will inform you in writing or on air when this Privacy Policy is updated or modified. In the very unlikely event that we may wish to use your personal information in a manner different from that stated at the time of its collection, we will contact you and you will have, subject to legal and/or contractual provisions, a choice as to whether or not we can use your personal information in such a way.

### **Inquiries and Contact**

We value your opinion - if you have any comments or questions connected to this Privacy Policy, STN's handling of your personal information or a possible breach of your privacy, you can contact us at the Yorkshire Coast Sight and Support Centre address (above) or by ringing STN's contact number: 07493 700724.

We will treat your requests or complaints confidentially. A representative of STN will contact you within a reasonable time after receipt of your complaint to address your concerns and outline options regarding how these issues may be resolved. We will aim to ensure your complaint is resolved in a timely and appropriate manner.

Policy adopted.....03/10/23

Date of next review.....03/10/26

Signed.....Chairman  
Scarborough Talking News