**Privacy notice**

**Community InfoSource is a registered Scottish Charity , No: SC049135.**

**We** work with communities and individuals so that they can realise their potential and become integrated more quickly. Our focus is on asylum seeker and refugee communities - including people who are survivors of abuse, persecution, torture, and trafficking. Our vision is a diverse and inclusive Scotland where everyone is supported to contribute and participate.

There are many ways you can contact us, including by phone, email, post, social media and drop in;

**In person/by post: Albany Centre, 44 Ashley Street, Glasgow, G3 6DS**  
**Phone: 0141 258 2773**  
**Email:** [info@infosource.org.uk](mailto:info@infosource.org.uk)

Our Data Protection Officer is Khaled Abusini. You can contact him at [khaled@infosource.org.uk](mailto:khaled@infosource.org.uk) or via our postal address. Please mark the envelope ‘Data Protection Officer’.

Most of the personal information we process is provided to us directly by you because you have made an enquiry to our service.

We also receive personal information indirectly, when you have been referred to us by a third party for example; another organisation, family member, relative or a friend, in this case we’ll contact you as soon as possible to let you know we are processing your personal information. ​

**Your rights**

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

**Your right of access**

You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process.

**Your right to correct your records**

You have the right to ask us to correct information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

**Your right to erase your records**

You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing**

You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing**

You have the right to object to processing if we are able to process your information because the process forms part of our public tasks, or is in our legitimate interests.

**Your right to data portability**

This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another, or give it to you.

We have one month to respond to you.

**Sharing data**

We will not share your information with any third parties for the purposes of direct marketing.

We use data processors who are our employees and volunteers and could be third parties who provide elements of services for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any third party unless you give us the permission to do so, and we will always ask you before we share your information. They will hold it securely and retain it for the period we instruct.

Where we refer you to another third party, this privacy notice does not cover how that party processes personal information. We encourage you to read their privacy notices.

**Complaints**

We work to high standards when it comes to processing your personal information. If you have queries or concerns, please contact us at [khaled@infosource.org.uk](mailto:khaled@infosource.org.uk) and we will respond.

[If you are still not happy, you can make a complaint about the way we process your personal information to the UK supervisory authority.](https://ico.org.uk/make-a-complaint/)Please follow this link below to see how to do that;

<https://ico.org.uk/make-a-complaint/>

**Children**

We do not provide services directly to children or proactively collect their personal information. However, we are sometimes given information about children while handling your enquiry. The information in the relevant parts of this notice applies to children as well as adults.

**Social media**

If you send us a private or direct message via social media, It will not be shared with any other organisations.

We see all this information and decide how we manage it. For example, if you send a message via social media that needs a response from us, we may process it in our case management system as an [enquiry](https://ico.org.uk/global/privacy-notice/make-an-enquiry/)or a [complaint.](https://ico.org.uk/global/privacy-notice/making-a-complaint/) When contacting us through a social media platform, we suggest you also familiarise yourself with the privacy information of that platform.