



DATA PRIVACY NOTICE - CUSTOMER/CLUB USER

Who are we?

Tap into IT Where You Are Ltd (Tap into IT) is a registered Scottish Charity (SC047766) and Company Limited by Guarantee in Scotland (SC420008). We provide an inclusive, locally accessible service and ongoing support to enable people to access the benefits of the internet and technology. Our services are aimed in particular at older people (-mostly in the 70+ age group) and those with disabilities and health problems in Edinburgh.

How do we process your personal data?

Tap into IT complies with its obligations under the General Data Protection Regulations (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 purpose:

- To allow us to provide and tailor our service to you.
- To provide you with important information.
- To ask you for feedback to evaluate your experience/our service

The legal basis for processing your personal data is:

- Legitimate interests
- Without your details we cannot register provide our service to you or contact you with important information.

Sharing your personal data

Your personal data will be treated as strictly confidential, and will be shared only within Tap into IT unless you give your permission for referral on to one of our service partners.

How long do we keep your personal data?

We retain your data whilst you are an active user of our services. If we have had no request for service by you for 15 months, we will remove it.

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 Tap into IT holds about you
- The right to request that Tap into IT corrects any personal data if it is found to be inaccurate or out of date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 Tap into IT to retain such data
- The right to withdraw your consent to the processing at any time
- The right to request that Tap into IT provide you with your personal data and where possible, to transmit that data directly to another data controller
- 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 lodge a complaint with the Information Commissioner's Office

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.

Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact:

Administrator
Tap into IT Where You Are Ltd
33 Mertoun Place
EDINBURGH
EH11 1JX

Tel: 07455816430
Email: admin@tapintoit.org.uk