

# Privacy Policy

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## Who are we?

The Usual Place is a not-for-personal-profit social enterprise located on Academy Street, Dumfries, DG1 1BZ. We operate as a training café for young people with additional support needs.

Our website address is: <http://theusualplace.org>

## What personal data we collect and why we collect it

The following document is designed to outline the types of information we might collect, the reasons why they have been collected and the means by which we will destroy information after need for said information has expired.

This document has been designed following General Data Protection Regulation (GDPR) and any other governmental regulations and guidelines.

## Test and Protect

Your contact information provided when entering the building or when booking a table may be shared with NHS Test and Protect as a legal requirement.

Test and Protect is Scotland's approach to implementing the 'test, trace, isolate, support strategy' and is a public health measure designed to minimise the spread of Covid-19 in the community.

Test and Protect Law has made it a legal requirement to provide your details upon entering our premises, so that you may be contacted if you have come in contact with the virus and have the need to self-isolate. This is to keep you, and everyone around you, safe.

To find out more about Test and Protect, please visit [www.gov.scot/publications/coronavirus-covid-19-test-and-protect](http://www.gov.scot/publications/coronavirus-covid-19-test-and-protect).

Your data will be stored by us for 21 days, then will be deleted electronically and any details stored on paper will be shredded, in line with Test and Protect regulation.

## Contact forms

Contact forms include room booking, table booking and quick question/enquiry forms. This information will be relayed to The Usual Place's administration team so that your request can be dealt with. The data collected on the forms will be kept until we have dealt with your enquiry.

## Cookies

We do not use cookies.

## Embedded content from other websites

We have Google Maps and Trip Advisor embedded content on our site refer to the relevant privacy policy for these sites for detailed information on how they behave. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content,

## Analytics

Analytics are collected for the website via Google Analytics and are deleted electronically, and any paper copies destroyed, after 6 months. For more information, please see Google Analytics' Privacy Policy: <https://policies.google.com/privacy?hl=en-US>

We may also collect analytics from our social media feeds. Any data collected on Facebook will be deleted electronically after a maximum of two years and any paper copies will be shredded. See Facebook's Privacy Policy for more details: <https://en-gb.facebook.com/policy.php>

Any data collected on Instagram will be deleted electronically after a maximum of two years and any paper copies will be shredded. See Instagram's Privacy Policy for more details: [https://help.instagram.com/519522125107875?helpref=page\\_content](https://help.instagram.com/519522125107875?helpref=page_content)

Any data collected on Twitter will be deleted electronically after 91 days and any paper copies will be shredded. See Twitter's Privacy Policy for more details: <https://twitter.com/en/privacy>

## How we share your data

Your data will not be shared with any third parties. However, your data may be shared with The Usual Place's administration department when necessary to ensure that your room and table bookings can be confirmed and any questions or queries can be dealt with appropriately.

## How long we retain your data

Any Contact Form Data needs to be kept until we have dealt with your enquiry. We will check our hard copy and electronic files every 6 months. Any data or records which are found to be unnecessary will be destroyed. Paper copies will be removed from files and securely shredded. Electronic data will be deleted and then checked to make sure it has also been permanently deleted from a Recycle Bin/Trash facility.

## Where we send your data

Any contact forms such as room bookings, table bookings and question/query forms may be passed on to relevant administration staff at The Usual Place to process your queries and requests.

## Your contact information

Your contact information may be checked through an automated spam detection service. They may also be passed on to relevant administration staff at The Usual Place to process any queries and requests.

# What rights you have over your data

Under GDPR you have several rights to request access to your personal data that we store. We may make a small charge for this service. You have the following rights:

## **Right to access**

You have the right to request access to your personal data to verify the lawfulness of the processing.

## **Right to rectification**

You have the right to request inaccurate personal data rectified or completed if it is incomplete.

## **Right to Erasure or 'Right to be forgotten'**

You have the right to request that personal data is erased.

## **Right to restrict processing**

You have the right to request that your personal data is stored but not processed

## **Right to data Portability**

The right to data portability gives you the right to receive personal data you have provided to a controller in a structured, commonly used and machine-readable format.

## **Right to Object**

You have the right to object to the processing of your personal data

If you would like to request access to your data or simply want to let us know when your details have changed then you can contact us in the following ways:

- call us on 01387 253485
- email [admin@theusualplace.org](mailto:admin@theusualplace.org)
- write to The Usual Place, Academy Street, Dumfries, DG1 1BZ

We will respond to all data access requests as soon as we possibly can and the GDPR requires us to respond within one calendar month.

## Additional information

If you require any additional information on the collection and protection of your data, please get in touch by emailing [admin@theusualplace.org](mailto:admin@theusualplace.org) or by calling us on 01387 253485.

## How we protect your data

Any data that is stored electronically will be stored on password-protected devices and will not leave The Usual Place's premises. Any data held as paper-based copies are stored appropriately in locked filing cabinets within a secure office. Paper copies will be shredded after use.

## What data breach procedures we have in place

In the unlikely event of a data breach, you will be informed immediately and will be advised of which data may have been compromised and how the risk to yourself can be minimised, such as changing any compromised passwords.

## What third parties we receive data from

Any information provided on the website may be shared with relevant departments within The Usual Place and Inspired Community Enterprise Trust.

Data may also be received and shared with The Usual Place's board of directors where appropriate.

## What automated decision making and/or profiling we do with user data

If at any time we have obtained an individual's data indirectly, we will send individuals a link to our privacy statement and will provide details on how they might object to profiling, including profiling for marketing purposes.

We only collect the minimum data required and have additional checks in place to protect any vulnerable groups, including children.

## Industry regulatory disclosure requirements

As a social enterprise, any data collected may be shared with The Usual Place's board of directors.

In the case of Test and Protect, information may be shared with NHS Scotland.