



Privacy Policy 2024

Introduction

This policy sets out how Lifelong Learning Dundee (LLD) holds, processes and treats personal data supplied to it in the course of its activities. LLD is a not-for-profit body administered and managed by volunteers.

“Personal data” is information about a person which can identify them. In this context, the personal data held by LLD in the course of its activities will be e.g. individuals’ names, addresses, email and telephone numbers, tutors’ bank details.

The treasurer may also hold a member’s bank details [with their consent], in the rare circumstance where they have been unable to process their ticket payment via the preferred use of Eventbrite.

Legislation defines “Special category” data due to its sensitivity and thus requires to be treated with extra care. In the context of LLD’s business activities, this could relate to any medical information supplied by students or tutors to facilitate access and participation in our programmes.

The information we collect

We collect the personal data of our enrolled members and tutors who deliver our classes. The data is handled, as necessary, by our volunteers and volunteer management committee. Overall, this may be for:

- the day-to-day administration of the service provided
- forward planning and research
- to comply with the principles of good governance and LLD’s legal obligations.

If you are a student of LLD, your data may be held for one or more of the following reasons:

- as part of your membership of LLD and keeping you informed of future activities
- to register you for classes following your course booking (via a third-party platform e.g. Eventbrite)
- to advise you of classrooms and any changes to dates or times of classes
- to enable tutors to send you relevant information, such as handouts
- the legitimate overall management and planning of LLD’s business e.g. student trends analysis, feedback surveys.

If you are a tutor for LLD, your data may be held for one or more of the following reasons:

- to issue contractual information and correspond about course dates, classrooms and any other administrative matters connected with course delivery
- to process payment claims via bank transfer and the retention of data as required for Inland Revenue and financial audit purposes
- to inform you of LLD's activities.

Controlling your personal information

- We will use your personal information for the purposes outlined above.
- We will not sell, distribute or lease your personal information to any third parties.
- If you believe that any of the details, we hold on you are incorrect or incomplete, email us as soon as possible. We undertake to promptly correct any information found to be incorrect.
- Donations are always welcome, but we will not use your data to approach you to request monies in any fundraising efforts.
- You can contact us to unsubscribe from further email contact from LLD.
- We use a third-party organisation (currently Eventbrite) to manage our bookings and course fees. The data you provide to Eventbrite is managed under their own privacy policy. LLD cannot therefore unsubscribe you from Eventbrite, you must do that via their website.

Disclosure of information

LLD will only share your personal information where this is necessary, for the purposes set out above. Information will not be shared with any third party without your consent unless we are obliged or permitted to do so by law.

Basis for processing personal information

LLD processes your information in the course of its legitimate activities, with appropriate safeguards in place.

We also process information where this is necessary for compliance with our legal obligations; where processing is necessary for the purposes of our legitimate interests and such interests are not overridden by your interests or fundamental rights and freedoms; and where you have given implicit or explicit consent to the processing of your information for a particular purpose.

Storage and security of personal information

- LLD will strive to ensure that personal information is accurate and held in a secure and confidential environment. We will keep your personal information for as long as you are a member or so long as we are obliged to keep it by law or may need it in order to respond to any questions or complaints or to show that we treated you fairly.
- Any data gathered through class surveys will be rendered anonymous.

- When the information is no longer needed it will be securely destroyed or permanently rendered anonymous. [See next section]

Data retention and destruction

We will keep data only for so long as is reasonably necessary.

Student Members' data – we will keep basic data such as name, address, telephone numbers and email address for three years after the end of the LLD programme year in which you last attended one of our courses. This is so that information about new courses may be provided to you.

Thereafter, we may anonymise the data for research purposes and the source identifiable data will be securely destroyed.

Tutors' Data – we will retain basic data and details of payments made to you for seven years after the end of the financial year in which we made the last payment to you.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over third party websites and they are not included in this privacy policy. You should therefore exercise caution and check the applicable third-party's privacy statement.

Access to your information

If you wish to know what personal data of yours is held by LLD, you should enquire, in writing via email to: enquiries@lifelonglearningdundee.org. Enquiries should be clearly marked "*For the attention of the Data Controller LLD*".

If you are dissatisfied with our response, or indeed with anything relating to LLD's processing of your personal information and we cannot resolve this for you, you may complain to the Information Commissioner's Office (ICO). You can contact the ICO via its website at www.ico.org.uk or at The Information Commissioner's Office – Scotland, 45 Melville Street, Edinburgh EH3 7HL.

Finally

If you have any general questions about this policy and our approach, please contact the Chairperson LLD at: chairperson.lld@gmail.com

Correspondence address: Lifelong Learning Dundee. c/o Gilson Gray, 2 West Marketgait, Dundee DD1 1QN

Further helpful information may be found via the Information Commissioner's website – www.ico.org.uk.

This privacy statement was agreed by the Committee in April 2024

Privacy Policy Changes

Although most changes are likely to be minor, LLD may change its Privacy Policy from time to time, and at LLD's sole discretion. LLD encourages visitors to frequently check this page for any changes to its Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.