

PRIVACY POLICY

Who we are

Stirling City Heritage Trust was set up by Historic Environment Scotland (formerly Historic Scotland) in partnership with Stirling Council as a means of delivering focused investment in the historic built environment of the City of Stirling.

Launched in December 2004, the Trust is an independent company limited by guarantee (SC277033) and a registered Scottish Charity (SC037888).

The Objects for which the Trust was established are:

To promote and encourage the protection and preservation of the historic, architectural and landscape heritage within the Stirling Council Area for the benefit of the general public now and in the future.

We are one of seven City Heritage Trusts across Scotland who promote the heritage and care of the built environment of Scottish cities.

Policy

At Stirling City Heritage Trust we are committed to protecting and respecting your privacy.

This Privacy Policy sets out how Stirling City Heritage Trust uses and protects any personal information you provide to us. When you provide any information to us by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Policy.

This Policy is effective from 10th May 2018. Our Privacy Policy will be reviewed regularly and may be updated from time to time. It can be viewed on our website.

Any questions regarding this Policy and our privacy practices should be sent by email to manager@scht.org.uk or by writing to us at Cameron House, Forthside Way, Stirling, FK8 1QZ. Alternatively you can telephone our office on 01786 498462.

How do we collect information from you?

We collect information from you when you correspond with us by email, telephone or post, fill out forms on our websites (eg to use our online Traditional Buildings Health Check membership application process), complete a grant application form or when we meet with you in person.

What information do we collect?

If you are joining our TBHC Scheme or applying for a grant we collect contact information including your name, email address, postal address and telephone numbers.

What do we do with this information?

We require this information to enter into an agreement with you to service your membership account or grant application, and in particular for the following reasons:

- Internal record keeping
- Invoicing
- Making contact with you (for example to arrange an inspection visit or discuss your property)
- Providing TBHC membership benefits (for example sending you our e-newsletter and details of exclusive member events)

With your express consent we will also send you by email or post or telephone you to ask you for feedback on our service or to send you promotional information about new services or special offers which we think you may find interesting.

We will not contact you for marketing purposes by email, post or telephone unless you have given your prior consent. You can change your marketing preferences or withdraw your consent at any time by contacting us by email at: manager@scht.org.uk or info@traditionalbuildingshealthcheck.org.

Please be assured that we will not share your personal information with any third parties for the purposes of direct marketing.

Security

We are committed to ensuring that your information is kept securely. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and administrative procedures to safeguard the information which we hold.

Where we have given you a password to access the TBHC Members' area of our website you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Other websites

Our websites www.stirlingcityheritagetrust.org and www.traditionalbuldingshealthcheck.org and other materials which we provide may contain links to websites run by other organisations. This Privacy Policy applies only to our websites and materials, and we would therefore encourage you to read the privacy statements on any other websites you visit, even if you have accessed them using the links on our websites.

Data retention

We remove personal data from our files after 3 years of inactivity, however, to comply with HMRC guidelines we hold copies of invoices and financial records for 7 years – such documentation may contain, for example, a home address or details of grant monies received.

International data transfers

Stirling City Heritage Trust will not transfer your personal data to countries outside the EEA.

Automated decision making

Stirling City Heritage Trust does not use any IT packages to carry out automated decision-making.

Your rights

- Individuals have the right to request a copy of the personal data we hold for them. Should you wish to do this please do so by email or post using the following contact details:
 - Email: manager@scht.org.uk
 - Post: Cameron House, Forthside Way, Stirling, FK8 1QZ
- As you will appreciate, Stirling City Heritage Trust requires the information provided by TBHC members and grant applicants to administer their accounts, however, individuals may withdraw consent for us to use their personal data at any time by emailing us at manager@scht.org.uk or info@traditionalbuildingshealthcheck.org or writing to us at the address above. In certain circumstances you can ask us to restrict the processing of your data or to erase the data which we hold about you from our records.
- The accuracy of the information we process is important to us and you can request that we make corrections to the information we hold about you at any time either by email or post using the contact details above.
- You have the right to have the data we hold about you transferred to another organisation.
- If we fail in our obligations to protect your data you have the right to lodge a complaint with the Information Commissioner's Office. The Information Commissioner can be contacted by telephone on 0303 123 1113.