

## **ELCAP PRIVACY NOTICE**

### **What is the purpose of this document?**

ELCAP are committed to protecting privacy and the security of your personal data.

This privacy notice describes how we collect and use personal data.

It explains who we are, what we collect, how we collect it, how we use and store your personal data, the purpose for which it is collected, who we share it with and what rights you have in relation to our handling of personal data. It applies to all personal data we process, including when you

- Use any of our services, including receiving support in the community
- Access Respite services
- Communicate with ELCAP in person, by telephone, or in writing
- Visit our website (<https://www.elcap.org>)

Information we collect will be used only in accordance with applicable data protection laws, including the Data Protection Act 2018 ("DPA 2018"), the UK General Data Protection Regulation ("UK GDPR") together with all applicable legislation, regulations, guidance and codes of practice in force from time to time relating to the processing of personal data and the privacy of individuals in the UK (together, the "data protection laws").

Data protection law requires that your personal data must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept securely and protected against unauthorised or unlawful use and against loss, destruction or damage using appropriate technology and procedures.

When we collect your personal data, we will respect your privacy, and collect only the information we need. We ensure personal data is retained securely until it is no longer required and then securely deleted.

It is important that you read this policy, together with any additional privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you understand how and why we are using information and your rights.

Suite One, Ground Floor, Hercules House, Station Road, Eskmills, Musselburgh, East Lothian EH21 7PQ - [www.elcap.org](http://www.elcap.org) Tel: 01875 814 114

ELCAP is a Scottish charity (SC003159) and a company limited by guarantee (SC116745). We are registered with the Care Inspectorate

It is also important that the personal data we hold about you, or the service user for whom you are responsible, is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new address or email address.

This policy is in a layered format so you can click through to the specific sections set out below.

We may update this policy at any time but if we do so, we endeavour to provide you with an updated copy of this notice as soon as is reasonably practicable. Historic versions can be obtained by contacting us.

## 1. Who we are

ELCAP (referred to as “we” in this policy) is a Scottish charity (registered number SC003159) and a Scottish company limited by guarantee (company number 116745). Our registered office is at Woodbine Cottage, West Loan, Prestonpans, East Lothian, EH32 9WU.

Data protection law applies to us and we are categorised as a “data controller” of all of the personal data collected and used for the purposes described in this policy. In practice what this means is that we are responsible for deciding how we hold and use your personal data.

## 2. The kinds of personal data we hold about you

Personal data means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data, which we have grouped together as described in the table below.

<b>Types of personal data</b>	<b>Includes, for example:</b>
<b>Contact Data</b>	address, email address, telephone numbers
<b>Criminal offence data</b>	as defined by law, personal data relating to criminal convictions and offences or related security measures, including for example Disclosure Scotland checks, Compulsory Supervision Orders. Also, this will include data relating to checks, references and ID verification. This data is subject to additional protections, due to its sensitive nature.
<b>Financial Data</b>	your bank account and payment card details, DWP pension and support payments and financial assessment details, details of any private pension and related payments, insurance details, and any other financial information provided for the purposes of grants or benefits or payments
<b>Family, lifestyle and social circumstances data</b>	information relating to family, lifestyle and your social circumstances, for example; <ul style="list-style-type: none"> <li>• names and contact details of family</li> </ul>

	<ul style="list-style-type: none"> <li>• contact details for next of kin or emergency contacts, including name and contact details for doctor and doctor's practice</li> <li>• details of key safe number and location for secure access to your property</li> <li>• information about any relationship you have to a service user or to ELCAP that you tell us about</li> <li>• information about family and social activities, lifestyle and social circumstances</li> <li>• where appropriate, welfare information, which includes information about family and home life circumstances and history, such as languages spoken, current marriage, partnerships and marital history</li> <li>• car/vehicle details. for those who use our parking facilities in relation to Motability Vehicles that ELCAP staff will drive while supporting you</li> </ul>
<b>Identification document data</b>	<p>information issued as an identifier by a public authority, such as National Insurance numbers, identity card numbers, driving licence details, passport details, Mosaic number and any contract number issued from a Local Authority/Commissioner.</p> <p>If you are a financial and/or welfare guardian, a copy of the Office of the Public Guardian paperwork.</p> <p>If you are acting under a power of attorney, a copy the legal paperwork.</p>
<b>Identity data</b>	first name, maiden name, last name, username or similar identifier, title, gender, pronoun preferences, age, marital status, date of birth and any information that identifies an individual and their personal characteristics, including physical description
<b>Image data</b>	Photograph for your profile on our Operational platforms (Access Care Planning)
<b>Marketing and Communications Data</b>	your preferences in receiving communications from us and our third parties, including records of consent for electronic marketing (including fundraising information), where appropriate
<b>Service provision data</b>	<p>information relating to services we provide to you, such as</p> <ul style="list-style-type: none"> <li>• start date of service, contracted hours, and tasks to be completed</li> <li>• service priority, locality of work and service of work</li> <li>• training, qualifications and skills required for your support</li> </ul>

	<ul style="list-style-type: none"> <li>• correspondence with you and family and/or representatives, including information relating to compliments and complaints</li> <li>• internal records and reports</li> <li>• information about trips and activities</li> <li>• service funder details</li> <li>• list of equipment that we support you with for maintenance and renewal purposes</li> </ul>
<b>Special category data</b>	<p>as defined by law, including personal data revealing nationality, racial or ethnic origin, political opinion, religious or philosophical beliefs, sexual orientation, information concerning sex life or health, which would in particular cover:</p> <ul style="list-style-type: none"> <li>• medical information about any health condition, treatment, medication, allergies and dental health</li> <li>• dietary requirements (such as vegetarian, vegan, gluten free and religious requirements)</li> <li>• information relating to health and safety (including incident investigation details and reports and accident book records)</li> <li>• Welfare and safeguarding information, including reports and information about you from your social worker and/or local authority, and doctors and medical practitioners.</li> </ul> <p>This category of personal data is subject to additional protections due to its sensitive nature.</p>
<b>Technical Data</b>	Further details are in our <a href="#">Cookie Policy</a> .
<b>Transaction Data</b>	details about payments from you and other details of products and services you have purchased from us.
<b>Website Usage Data</b>	information about how you interact with and use our website and services. Further details are in our <a href="#">Cookie Policy</a> .

We also collect, use and share **Aggregated data**, such as statistical or demographic data which is not personal data as it does not directly (or indirectly) reveal your identity.

	<b>We may use these categories of personal data:</b>
<b>If you are a service user:</b>	Contact data, Criminal Offence data, Financial data, Family, lifestyle and social circumstances data, Identification document data, Identity data, Image data, Marketing and Communications data, Service provision data, Special category data, Technical data, Transaction data, Website Usage data
<b>If you are a relative, guardian, attorney or advocate of a service user:</b>	Contact data, Criminal offence data, Financial data, Family, lifestyle and social circumstances data, Identification document data, Identity data, Image data, Marketing and Communications

	data, Service provision data, Special category data, Technical data, Transaction data, Website Usage data
<b>If you donate or are involved in our fundraising:</b>	Contact data, Criminal offence data, Family, lifestyle and social circumstances data, Financial data, Identification document data, Identity data, Image data, Marketing and Communications data, Technical data, Transaction data, Website Usage data
<b>If you provide services to ELCAP:</b>	Contact data, Criminal offence data, Financial data, Identity data, Image data, Service provision data, Technical data, Transaction data, Website Usage data
<b>If you send an enquiry, visit us or get in touch:</b>	Contact data, Service provision data, Technical data, Transaction data, Website Usage data

### 3. Where we get personal data from

We use different methods to collect data from and about you, including through those summarised in this table.

Sources	For example:
<b>Direct interaction with you</b>	<p>Mostly, we receive personal data from you directly (including, in the case of support in the community and respite service users, directly from guardians/carers and immediate family).</p> <p>You may give us your personal data about yourself and immediate family member when filling in forms, by corresponding with us by post, phone, email or otherwise, or by interacting with staff.</p> <p>This includes personal data you provide when you</p> <ul style="list-style-type: none"> <li>• apply to ELCAP, or are referred to ELCAP by your social worker;</li> <li>• request information to be sent to you;</li> <li>• subscribe to our publications;</li> <li>• receive services from us;</li> <li>• give us feedback or contact us.</li> </ul>
<b>Automated technologies or interactions.</b>	<p>As you interact with our website, it will automatically collect information about your equipment, browsing actions and patterns. It collects this data by using cookies, server logs and other similar technologies. We may also receive information about you if you visit other websites employing our cookies. Please see our <a href="#">Cookie policy</a> for further details. Information about our website server can be found here <a href="#">Website Server Data Processor</a></p>
<b>Publicly available sources</b>	<p>We may collect personal data about you from:</p> <ul style="list-style-type: none"> <li>• the Electoral Register</li> <li>• the Land Register of Scotland</li> </ul>

	<ul style="list-style-type: none"> <li>• business and financial reference sources, such as LinkedIn</li> <li>• social media and other websites</li> </ul>
<p><b>Third parties (organisations and individuals)</b></p>	<p>We may receive or collect personal data about you from</p> <ul style="list-style-type: none"> <li>• Family members</li> <li>• Guardians, carers, advocates and representatives, including MPs</li> <li>• Local authorities or local councils, including for example social services professionals</li> <li>• Health care providers, such as G.P.s and NHS Scotland</li> <li>• Governmental bodies such as the Department of Work and Pensions.</li> <li>• Where you are a veteran, the Armed Services.</li> <li>• Other service providers, such as chiropodists, hairdressers, or any other service provider you currently or have previously attended</li> <li>• Regulatory authorities, such as the Care Inspectorate</li> <li>• Law enforcement agencies, such as Police Scotland</li> <li>• Professionals working with you, including for example professional counsellors</li> <li>• Any market research organisations used or providers of fundraising lists</li> <li>• Credit reference agencies</li> <li>• Suppliers and service providers</li> </ul> <p>This may include other sources or persons who are authorised or are required by law to share the information with ELCAP, or where you provide your consent to share your personal data.</p> <p>The above are examples and is not an exhaustive list, and for further information, please contact us</p>

## Special category and Criminal Offence personal data

We may, as described in this policy, process **special category personal data**, as defined by law.

This includes the following personal data revealing:

- An individual's health for care planning purposes.
- A natural person's sex life or sexual orientation for care planning purposes.
- Religious or philosophical beliefs, for the purpose of arranging activities or outings and in some instances funeral arrangements.

Also, from time-to-time, we may process **criminal offence data**. This covers a wide range of information about offenders or suspected offenders in the context of criminal activity, allegations, investigations and proceedings. It includes information relating to criminal convictions and offences or related security measures. We do so to comply with our legal obligations and for care planning purposes.

We treat your sensitive personal data with particular care. It is essential that we have such information: it is used to ensure your welfare and provide care. It is used only when necessary and with absolute respect to individual privacy and confidentiality.

We have in place appropriate safeguards which we are required by law to maintain when processing such data, which we may process in the following circumstances:

1. For the provision of health and social care and the management of health and social care services and assessment of service users' capacities and needs.
2. When it is necessary for reasons of public health including ensuring high quality care standards.
3. To protect your vital interests in the event of a medical or other emergency or to protect your vital interests or those of another individual where you or the other individual is incapable of giving consent.
4. The processing is necessary for reasons of substantial public interest. Those would include, for instance, preventing or detecting unlawful acts, counselling, supporting individuals with a particular disability or medical condition, and safeguarding of individuals at risk
5. For archiving, research and statistical purposes

Less commonly, we may process this type of information where it is needed in relation to legal claims or where you have already made the information public.

When used, we would seek explicit consent, except where it is necessary to use that information and the law allows us do so without your explicit consent. We are not required to get consent if we process personal data in accordance with our written policies to carry out our legal obligations or exercise specific legal rights which are outlined above.

In limited circumstances, if we request your explicit consent, we will provide you with details of the data that we would like to process and the reason for doing so. This allows you to carefully consider whether you wish to give consent. You should be aware that it is not a condition of any contract you have with us that you agree to any request for consent from us.

Please note that we only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you ever wanted an explanation about how the processing for the new purpose is compatible with the original purpose, please contact us.

#### 4. How we will use your personal data

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. General information about [lawful bases](#) is available on the ICO’s website.

Most commonly, we use it where the following lawful bases are available:

Lawful basis	Explanation
<b>Legal obligation</b>	Where we have to collect or use information to comply with law
<b>Public task</b>	Where we have to collect or use your information to carry out a public task which the law intends to be performed
<b>Contract</b>	Where we have to collect or use the information so we can enter into or perform a contract we have with you
<b>Vital interests</b>	In exceptional circumstances, collecting or using information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. Vital interests can be our lawful basis in those situations, when personal data is used because necessary to protect someone’s life.
<b>Legitimate Interests</b>	<p>This may apply where it is necessary for ELCAP’s specific legitimate interests (or those of a third party) to use your personal data, and your interests and fundamental rights do not override those interests.</p> <p>We consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our legitimate interests.</p> <p>Our legitimate interests include:</p> <ul style="list-style-type: none"> <li>• For the safeguarding of a vulnerable individual</li> <li>• For the purposes of responding to an emergency</li> <li>• For the purposes of detecting, investigating or preventing crime, or apprehending or prosecuting offenders</li> <li>• For security, including ensuring the security of our network and information systems</li> </ul>

Note that we may use your personal data for more than one lawful basis listed in the section above, depending on the specific purpose for which we are using your data. Please contact us if you require further information.

Generally, we do not rely on **consent** as a legal basis for processing personal data. But we will get consent in some situations. We would obtain your consent before sending fundraising or marketing communications to you via email or text message, for example. You have the right to withdraw consent at any time by contacting us.

Where we need to collect personal data – for example, to comply with a legal obligation, or to perform the respective contracts we have entered into with you or the service user, – and you do not provide it, we may not be able to provide the services you expect. We would contact you to further discuss any such situations if this arose.

Below is an overview of the main purposes for which we use categories of your personal data, and what types of data are used, alongside which of the legal bases we rely on to do so.

### Situations in which we will use your personal data

The situations in which we will process your personal data are listed below.

<b>Purpose or Use</b>	<b>Providing care and support services in the community or delivering respite</b>
<p>This includes:</p> <ul style="list-style-type: none"> <li>• making decisions about your care and needs, providing care and support services, engaging with representatives of service users – families, guardians, next of kin, attorneys and advocates, for example to provide information and in the event of emergencies</li> <li>• arranging any follow-on care package for service users</li> <li>• working with suppliers providing products or services relating to your care.</li> <li>• facilitating birth or death certificates with the Registrar.</li> <li>• assisting with funeral arrangements</li> </ul>	
<b>Lawful Basis</b>	<b>Types of Data</b>
<b>Legal obligation, Public task, Contract, Vital interests, Legitimate Interests</b>	Contact data, Criminal Offence data, Financial data, Family, lifestyle and social circumstances data, Identification document data, Identity data, Image data, Marketing and Communications data, Service provision data, Special category data, Technical data, Transaction data, Website Usage data

Purpose or Use	Communication
This includes: <ul style="list-style-type: none"> <li>Contacting you when you get in touch and managing our relationship with you, which would include dealing with queries, complaints or claims, and sending communications informing you about services, events and benefits available</li> </ul>	
Lawful Basis	Types of Data
<b>Legal obligation, Public task, Contract, Vital interests, Legitimate Interests</b>	Contact data, Criminal Offence data, Financial data, Family, lifestyle and social circumstances data, Identification document data, Identity data, Image data, Marketing and Communications data, Service provision data, Special category data, Technical data, Transaction data, Website Usage data

Purpose or Use	Contract delivery/fulfilment
Carrying out obligations from any contracts between us, which would include managing payments, fees and charges, and collection and recovery of money owed	
Lawful Basis	Types of Data
<b>Legal obligation, Public task, Contract, Legitimate Interests</b>	Contact data, Criminal Offence data, Financial data, Family, lifestyle and social circumstances data, Identification document data, Identity data, Image data, Marketing and Communications data, Service provision data, Special category data, Technical data, Transaction data, Website Usage data

Purpose or Use	Security
For any security purposes, including operation and monitoring of CCTV cameras	
Lawful Basis	Types of Data
<b>Legitimate Interests</b>	Criminal Offence data, Family, lifestyle and social circumstances data, Identity data, Image data

Purpose or Use	Management
<p>This includes:</p> <ul style="list-style-type: none"> <li>• Business management and planning, including administering funding for our services, accounting and auditing, forecasting, research and statistical analysis, including that imposed or provided for by law such as tax, diversity or gender pay gap analysis</li> <li>• Assessing the quality of our services and conducting performance reviews, risk assessments, audits and determining performance requirements.</li> <li>• Handling complaints, including legal disputes involving you, or other service users or their relatives or representatives, or our staff</li> <li>• liaising with local authorities, health care professionals, regulators and service providers and our other external partners who support ELCAP services.</li> </ul>	
Lawful Basis	Types of Data
<b>Legal obligation, Public task, Contract, Legitimate Interests</b>	Contact data, Criminal Offence data, Financial data, Family, lifestyle and social circumstances data, Identification document data, Identity data, Image data, Marketing and Communications data, Service provision data, Special category data, Technical data, Transaction data, Website Usage data

Purpose or Use	Regulation, including legal compliance
<p>Fulfilling statutory duties, which include:</p> <ul style="list-style-type: none"> <li>engaging with and reporting to professional and regulatory bodies such as the Care Inspectorate or OSCR.</li> <li>enabling the relevant authorities to assess and monitor our performance, for example carrying out or cooperating with any external investigation by a regulator such as the Care Inspectorate or the HSE, or intervening/assisting with investigations and incidents as appropriate</li> <li>to prevent, detect, investigate, report and/or prosecute alleged or suspected fraud or crime</li> <li>notification of changes to our terms and/or privacy notice</li> </ul>	
Lawful Basis	Types of Data
<p><b>Legal obligation, Public task, Legitimate Interests</b></p>	<p>Contact data, Criminal Offence data, Financial data, Family, lifestyle and social circumstances data, Identification document data, Identity data, Image data, Marketing and Communications data, Service provision data, Special category data, Technical data, Transaction data, Website Usage data</p>

Purpose or Use	Fundraising and Marketing
<p>This includes:</p> <ul style="list-style-type: none"> <li>for fundraising and promotional activities, which includes analysis of the information you provide to understand who supports us and why you are interested in supporting us, and organising fundraising and promotional events</li> <li>for communications related to fundraising and marketing, such as sending electronic messages (email, text) or making calls</li> <li>for the purposes of donor due diligence, such as to confirm the identity of prospective donors</li> </ul>	

Lawful Basis	Types of Data
<b>Legal obligation, Legitimate Interests, Consent</b>	Contact data, Criminal Offence data, Financial data, Family, lifestyle and social circumstances data, Identification document data, Identity data, Image data, Marketing and Communications data, Service provision data, Special category data, Technical data, Transaction data, Website Usage data Data, Special category data, Transaction Data

## 5. Sharing personal data with third parties

We may share personal data with other individuals or third parties, including third-party service providers.

This may arise where sharing required by law, or to protect the vital interests of you or someone else, or where it is necessary to perform our contract and our obligations to you, or where we have another legitimate interest in doing so.

“Third parties” may include:

- Local authorities
- The DWP
- Social services
- Healthcare providers
- Emergency services
- Regulatory bodies such as the Care Inspectorate and the HSE – for ensuring compliance and the safety and welfare of service users.
- Organisations we need to share information with for safeguarding reasons
- external group organisers or training facilitators.
- Any organisation or individuals we are legally obliged to share personal information with, for example by a court order
- External auditors or inspectors
- Police Scotland, external investigators and/or the Procurator Fiscal, in relation to any suspected or alleged fraudulent or criminal activity
- Governmental and judicial authorities, such as the courts and tribunals in the event of investigation or prosecution of crime or legal claims.
- HMRC for taxation purposes.
- Private pension providers.

- Researchers, providers of statistical or analytical services – for reviews, planning and assessment (and we will in such cases anonymise all data where possible prior to sharing).
- Service providers (including contractors and designated agents, professional advisors) who provide services essential for the running of our organisation and provision of service to you. These providers include [list services which are bought in from external providers; common examples are
  - IT and software
  - IT security
  - HR and system administration services
  - card payment processing
  - management of mailing and distribution
  - fundraising
  - Promotional or marketing.

We will share personal data in line with our policies. When we need to share your personal data with third party service providers, we do not allow the service provider to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions and provided they apply appropriate measures of security that comply with our policies and the Data Protection Laws.

When service providers carry out functions on our behalf, this might involve transferring personal data outside the UK. A similar level of protection is given to it as the transfer is only ever to countries deemed by the UK government to provide an adequate level of protection for personal data, such as other EEA countries, or alternatively specific standard contractual terms, approved for use in the UK by our government, are in place, which gives equivalent protections.

## **6. Keeping your data safe**

We have put in place and shall maintain appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

All paper files are kept in locked secure cabinets when not in use and personal data stored electronically is protected by up-to-date IT security software. We ensure that we update our systems to continuously improve security and resolve any issues which may or could occur, and comply with guidance of our regulators.

In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. All our staff are required to undergo and complete training and are obliged to ensure the highest levels of confidentiality. Only persons authorised to enter our premises may do so and are required to follow our security procedures and requirements for entry.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## **7. How long we use your personal data**

We only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements, or for defence or pursuit of a legal claim.

To determine the appropriate retention period for personal data, we consider the relevant facts including the amount, nature and sensitivity of the personal data, the purposes for which we process or store that personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances and to the extent that this is possible, we may anonymise your personal data so that it can no longer be associated with you as an individual and can no longer be used to identify you, in which case we may use such data without further notice to you.

Once the purpose for which we collected your personal data is completed or at an end, or the data is no longer required, we will retain and where appropriate securely destroy your personal information in accordance with our data retention policy and applicable laws and regulations.

Details of retention periods for different aspects of your personal information are available if required. A copy of our data retention policy is available [here](#).

## **8. Your rights:**

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of your personal data, for example if you want us to establish its accuracy or the reason for processing it.

- Request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal data, object to the processing of your personal data, or request that we transfer a copy of your personal data to another party, please contact the Business Manager in writing.

You will not usually have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

### **Your right to withdraw consent to processing**

In the limited circumstances where you have provided your consent to the collection, processing and transfer of your personal data for a specific purpose, you may have the right to withdraw your consent for that specified processing at any time. To withdraw your consent, contact us. Once we have received notification that you have withdrawn your consent, we will no longer process your personal data, unless we have another legitimate basis for doing so in law.

### **What we may need from you**

We may need to request specific information from you or your nominated representative to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is an appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

### **Data protection complaints**

If you have any questions about this privacy notice or how we handle your personal data, including any requests to exercise your legal rights, please contact [enquiries@elcap.org](mailto:enquiries@elcap.org) or telephone 01875 814114.

You have the right to make a complaint about anything regarding the processing, storage, retention of your data. To do so, email [enquiries@elcap.org](mailto:enquiries@elcap.org) and we will respond within 30 days of receipt. Information about your right to lodge a complaint with the UK Information Commissioner (ICO) in respect of our processing of your personal data can be found on their website at [www.ico.org.uk](http://www.ico.org.uk).

We keep our privacy notice under review. This version was updated on **[January 2026]**.