



Data handling and marketing commitments

- We will always keep your data safe and secure
- We will only use your data to let you know about Children in Scotland events and activity that we think will be of interest to you, if you give us your consent to do that
- You can decide at any time that you don't want to hear from us again; we will provide an unsubscribe link in all items of marketing communication we send, or you can get in touch with us at dataprotection@childreninScotland.org.uk asking us to take you off our mailing lists and remove your details from our database.

How we use your information

We use your information in a number of different ways:

How we use your name & contact details	Why?
To send you mailings and information about our work that we think you will be interested in	We want you to know about events that we think are relevant to your work and interests
To send you magazines, if you are a member or subscriber	We've got to do this to fulfil our contract with you
To send you information about events you have booked to attend	We want to make it easy for you to find your way to the venue, at the right time and on the right date, and to know what the event is about
Finding out your views and opinions on events and activity	We have a commitment to gathering your views to inform our work, and will sometimes ask for your views on specific issues – but we won't share your details unless you say we can

Your payment information

How we use your bank details and payment information	Why?
Take payments, issue invoices and give refunds	We've got to do this to fulfil our contract with you. We securely delete your payment details if you give us them over the telephone immediately after we have taken payment. If you pay via our website, we never see complete payment details and never retain payment details on file

Fraud prevention and detection	To prevent and detect fraud against either you or us
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Your contact history with us

How we use your contact history	Why?
To provide customer service and support	It is helpful for you and us to have notes on some our interactions securely stored in our database

Your responses to surveys, competitions and feedback forms

How we use your responses to surveys, competitions and feedback forms	Why?
To inform our work, gather your views, improve what we do, and allow you to enter any competitions we may run	We've got to do this to fulfil our commitment to improve the lives of children and families – and so you have the chance to win any competition you enter!