

Privacy Notice

What this privacy notice covers

The purpose of this notice is to give you a clear explanation about how Dr Addy Enterprises - and any third parties we work with - collect and use the personal information you provide to us.

We take care to ensure that we use your information in accordance with all applicable laws concerning the protection of personal information. This privacy notice explains:

- Who we are
- What information & Personal data we may collect about you
- Our legal basis for using your information
- How we will use your information
- How we will contact you
- Who we may share your information with
- How we ensure your information is accurate
- How we keep your information safe
- Other ways we look after your personal information
- How you can manage your contact preferences
- Your rights regarding the information you provide to us
- How we update this privacy notice
- How you can contact us

If you have any questions regarding this privacy notice, please contact our team at Dr Addy Enterprises, email: admin@addy.enterprises

Introduction

This policy sets out how we collect, process and hold your personal data if you visit our event ticket shop or otherwise provide personal data to us. We are Dr Addy Enterprises of 54 Kelly Street, Greenock, Scotland. We are the data controller of your personal data.

Who we Are

The websites pertaining to <https://addy.enterprises>, the Scottish Anti-Racism Library <https://scottish-arri.addy.enterprises/>, and the Scottish Land Collective <https://slc.addy.enterprises/> represent the ongoing work and interests of Dr Addy Adelaine.

Dr Addy Enterprises engages in ethical & purposeful: Research, Training, Organisational Development, Design, and Content Production

We may change the terms of this policy from time to time. You are responsible for regularly reviewing this policy so that you are aware of any changes to it. If you continue to use our services (events/shop etc.) after the time we state the changes will take effect, you will have accepted the changes.

This policy affects your legal rights and obligations so please read it carefully. If you have any questions, please contact us at admin@addy.enterprises or call us on 07344618741.

Information & Personal data we collect

We collect, process, store and use personal data when you book a ticket and buy any of our associated products and services to an event including your name, address and email address together with payment information. We may also collect personal data that you give to us about other people if you register them to attend an event. You agree that you have notified any other person whose personal data that you provide to us of this privacy notice and, where necessary, obtained their consent so that we can lawfully process their personal data in accordance with this policy.

All personal data that you provide to us must be true, complete and accurate. If you provide us with inaccurate or false data, and we suspect or identify fraud, we will record this.

You do not need to provide us with any personal data to view our event ticket shop. However, we may still collect the information set under the Data we automatically collect section of this policy, and marketing communications in accordance with the Marketing Communications section of this policy.

When you contact us by email or post, we may keep a record of the correspondence and we may also record any telephone call we have with you.

We sometimes collect information about supporters, customers, network members, and others involved in our work. The information we gather may include:

	<p>Personal information</p> <p>Name, mailing address, email address, telephone number, date of birth, age, and gender where appropriate (e.g. when registering to run a marathon on our behalf).</p>
	<p>Your preferences</p> <p>We keep a record of what you've told us about how you like to be contacted (e.g. emails only) and what you'd like to receive (e.g. petitions about the death penalty).</p>



Your interests

Sometimes we collect information about your interests, so we can contact you about information that is relevant to you.



Payment information

We may collect your bank account details when setting up a regular direct debit, a credit card or debit card number when processing payments by card.



Record of your support

We collect and process information about your interactions with us, including:

- Details about our contact with you through email, text message, post, on the phone or in person
- Details about donations you make to us
- Details about events that you register for, or attend
- Any other support you provide to us.

Sensitive information

Sensitive personal information includes details about a person's race and ethnicity, sexual orientation, religious beliefs, trade union memberships, political opinions, and health information.

Sensitive information may be collected from you if you choose to provide it to us, such as when you sign up to our networks or attend our events. For example, if you tell us about your accessibility needs or dietary requirements, you are disclosing sensitive information.

Generally, we do not collect or retain sensitive information. If we need to gather this information, we do so only with your explicit consent.

Our legal basis for using your information

This policy shall be governed by and construed in accordance with the law of Scotland and the United Kingdom, and you agree to submit to the exclusive jurisdiction of the Scottish and UK Courts.

To comply with UK data protection rules, Dr Addy Enterprises must have a legal justification for collecting and using your personal information.

If any provision of this policy is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision shall be construed, as nearly as possible, to reflect the intentions of the parties and all other provisions shall remain in full force and effect.

The legal basis that we rely on will depend upon the circumstances in which we collect and use your personal information. In almost all cases, our processing of your personal information will fall into one of the following categories:

- Where you have provided your **consent** to allow us to use your data in a certain way. For example:
 - Following your engagement in a face-to-face or online training, we may use your data to contact you about future training if you gave consent for us to do so.
- Where the processing of your personal information is necessary to carry out the **performance of a contract** with you. For example: When you purchase an item from our shop, we will use the item to arrange and track delivery
- Where the processing of your personal information is necessary for us to comply with a **legal obligation**. For example: if you are one of our trainers, we may need to use your personal data to undertake safeguarding checks
- Where it is in our **legitimate interests** to contact you in order to raise funds or to help us with an advocacy campaign. In doing this, we have determined that such processing is not likely to be overly intrusive or to infringe excessively on your rights and freedoms. For example, when you donate to a certain cause, we might contact you with progress on activities and a request for further support.
- In some circumstances, we may use a combination of consent and legitimate interests to process your personal information.

These legitimate interests may include:

- *Operational work*: including achieving our objectives, conducting statutory and financial reporting, and ensuring regulatory compliance.
- *Administration and management*: including administration relating to staff to comply with legal requirements, the provision of information and services, research, and the management of events.
- *Campaigning, fundraising and marketing*: including sending direct marketing by post (and in some cases by telephone for existing supporters and Pocket Protest network members), thank you letters, analysis, training & segmentation to improve the efficiency of our communication and manage your communication preferences, and in some cases, advertising goods and services similar to those which you have shown interest in before.

To find out more about how we process your information, or if you would like to change how we contact you, please contact us at admin@addy.enterprises

Where we hold and process your personal data

Some or all of your personal data may be stored or transferred outside of the UK and the European Union (the EU) for any reason, including for example, if our email server is located in a country outside

the UK or EU or if any of our service providers or their servers are based outside of the UK or EU. We shall only transfer your personal data to organisations that have provided adequate safeguards in respect of your personal data.

Keeping your personal information safe

Dr Addy Enterprises has robust measures in place to ensure our physical and technical systems are secure. We take appropriate precautions to protect all personal information we keep on our database, including using encryption and monitoring access to our secure networks and systems.

We also take care to ensure we have secure systems for processing your payment information, such as your credit card or debit card details. Our current payment service providers use a range of methods to protect your personal information, including secure payment gateways, fraud screening and IP address blocking.

Despite our best efforts to protect your personal information electronically, the security of information sent over the internet cannot be guaranteed and may be illegally intercepted or changed after it has been sent. Dr Addy Enterprises cannot accept liability for this if this happens.

We shall process your personal data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures. All information you provide to us is stored on our secure servers. Any payment transactions are encrypted using SSL technology.

Where we have given, or you have chosen a password, you are responsible for keeping this password confidential.

However, you acknowledge that no system can be completely secure. Therefore, although we take these steps to secure your personal data, we do not promise that your personal data will always remain completely secure.

Other ways we look after your personal information

We report to our principal Boards on data protection through regular briefings, meetings and other appropriate channels where required. We are also engaged in

- Training all our staff and volunteers involved in data processing
- Educating the organisation on the importance of being compliant
- Maintaining comprehensive records of all data processing
- Providing guidance and advice to the organisation and our staff and volunteers as required

Data protection training

We provide data protection guidance and training for our staff and volunteers in our offices and bookshops so they are aware of their data protection responsibilities. Training is provided when staff and volunteers first join us, and every year after this as refresher training. Our data protection training covers UK data protection law, the risks associated with handling personal information, and how to handle it responsibly in compliance with the law.

How we use your information

We carefully manage the communications we send you to ensure we are contacting you in the most appropriate way. If you ask us to stop contacting you, we will, unless we are legally obliged to communicate with you.

We may use the personal information we collect from you to:	
	Provide you with information about us and the work that we do, including products and services that you've asked for online or from our shop.
	Administering and managing your donation, including data processing relating to Gift Aid claims, legacies, lottery events and raffles.
	Manage your direct marketing and communication preferences.
	Ask for your financial support, such as making a donation to our latest appeal.
	Encourage you to take action as part of our latest campaign.
	Comply with our legal and regulatory obligations.
	Analyse the performance of our campaign actions and fundraising appeals.
	Keep a history of your support, including donations you have given and actions you have taken.
	Target online advertising effectively, reaching people who share similar interests and characteristics to our supporters.
	Create a record of your interests, preferences and level of potential engagement or donation.
	Organise and administer attendance at our events, such as our annual Write for Rights launch.

How we will contact you

The table below explains how we will contact you. We have processes in place to review how we communicate with you, especially in situations where you have not engaged with us for a while, or where the circumstances of how you interact with us change. Where you tell us that you no longer want our updates, we will act on this as soon as we can.

	<p>We will only contact you by email if you have given us your consent along with your email address. An exception to this is if you have recently made a purchase from the Dr Addy Enterprises shop, as we can use the 'soft opt-in' grounds to contact you about similar products and services, unless you say no to our emails.</p> <p>You can opt out at any time by clicking on the 'unsubscribe' link at the bottom of our emails.</p>
	<p>We will only contact you by text if you have given us your consent along with your mobile phone number.</p> <p>You can opt out at any time by following the unsubscribe instructions in our text messages.</p>
	<p>We will only contact you by telephone if you have given us your consent along with your phone number.</p> <p>You can opt out of phone calls at any time by contacting us at admin@addy.enterprises</p>

Where needed, we may also contact you for administrative purposes using the contact details that you have given us - for example, to post you a product which you have bought from us.

Your contact preferences are then recorded and updated on our secure database software. We respect your choices and will not contact you by a particular channel if your details are registered with official preference ('opt out') services. For example, we would not phone you if your number was registered with the Telephone Preference Service, unless you have specifically given us your consent to receive phone calls from us.

Marketing Communications

If you opt in to receive marketing communications from us you consent to the processing of your data to send you such communications, which may include newsletters, blog posts, surveys and information about new events. We retain a record of your consent.

You can choose to no longer receive marketing communications by contacting us at admin@addy.enterprises or clicking unsubscribe from a marketing email. If you do unsubscribe to marketing communications, it may take up to 5 business days for your new preferences to take effect.

We shall therefore retain your personal data in our records for marketing purposes until you notify us that you no longer wish to receive marketing emails from us.

Lawful processing of your personal data

We will use your personal data in order to comply with our contractual obligation to supply to you your tickets to an event and any associated products and services, including to contact you with any information relating to the event or your purchases, to deliver the event and your purchases to you in accordance with any requests you make and that we agree to, and to deal with any questions, comments or complaints you have in relation to the event or your purchases.

We may also use your personal data for our legitimate interests, including dealing with any customer services you require, enforcing the terms of any other agreement between us, for regulatory and legal purposes (for example anti-money laundering), for audit purposes and to contact you about changes to this policy.

Retention

If you register with us, we shall retain your personal data until you close your account.

If you receive marketing communications from us, we shall retain your personal data until you opt out of receiving such communications.

If you have otherwise booked a ticket or associated products and services with us or contacted us with a question or comment, we shall retain your personal data for 6 months following such contact to respond to any further queries you might have.

Using Our Website

Comments

When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

Uploading Media

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website.

Cookies

A cookie is a small text file containing a unique identification number that is transferred (through your browser) from a website to the hard drive of your computer. The cookie identifies your browser but will not let a website know your name and/or address. These files are then used by websites to identify when users revisit that website.

Our event ticket shop uses cookies so that we can recognise you when you return and personalise your settings and preferences. Most browsers are initially set up to accept cookies. You can change

your browser settings either to notify you when you have received a cookie, or to refuse to accept cookies. Please note that our event ticket shop may not operate efficiently if you refuse to accept cookies.

We also use Google Analytics to monitor how the event ticket shop is used. Google Analytics collects information anonymously and generates reports detailing information such as the number of visits to the event ticket shop, where visitors generally came from, how long they stayed on the event ticket shop, and which pages they visited. Google Analytics places several persistent cookies on your computer's hard drive. If you do not agree to this you can disable persistent cookies in your browser. This will prevent Google Analytics from logging your visits.

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

Embedded content from other websites

Articles on this site may include embedded content (e.g., videos, images, articles). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

Under 18's

Dr Addy Enterprises engages with individuals of all ages. We are committed to safeguarding the welfare of all children and young people involved in our work.

If you are under 13, we will always ask for your parent or guardian's consent to collect information about you and to continue contacting you. We may also collect your parent or guardian's name and contact details, where appropriate.

Dr Addy Enterprises has clear rules on whether or not children and young people can take part in specific activities and events.

Where we do collect personal information from children and young people, we ensure that our privacy notices are 'child-friendly' and written in clear and plain language.

Who do we share your data with?

Dr Addy Enterprises respects your right to privacy and your ability to choose how you hear from us. We do not sell your details to anyone. We do not make cold telephone calls to members of the public and we do not purchase information in order to do so.

We will, except as indicated below, only share your details with third parties if you ask us to – for example, when you sign our petitions, or where we believe we are under a legal or regulatory duty to do so – for example, in a situation where we need to safeguard a vulnerable person.

We may share your personal data with any service providers, sub-contractors and agents that we may appoint to perform functions on our behalf and in accordance with our instructions, including payment providers, event ticketing providers, email communication providers, IT service providers, accountants, auditors and lawyers.

Under certain circumstances we may have to disclose your personal data under applicable laws and/or regulations, for example, as part of anti-money laundering processes or protect a third party's rights, property, or safety.

We may also share your personal data in connection with, or during negotiations of, any merger, sale of assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

Third-Party Data Processors

This website utilises various third-party providers to deliver our services

Sales

We use [Stripe](#) and [Square](#) for payment, analytics, and other business services. Stripe collects and processes your personal data, including payment information, in accordance with their privacy policy. They may also use cookies for fraud prevention. For more information, please review the Stripe and Square Privacy Policy.

Events

We use Ticket Tailor for events and ticketing. To deliver this service, Ticket Tailor collects and processes your personal data, including payment information, in [accordance Ticket Tailor's privacy policy](#). They may also use cookies for fraud prevention. For more information, please review the Ticket Tailor Privacy Policy.

When you visit our event ticket shop, we, or third parties on our behalf, automatically collect and store information about your device and your activities. This information could include (a) your computer or other device's unique ID number; (b) technical information about your device such as type of device, web browser or operating system; (c) your preferences and settings such as time zone and language; and (d) statistical data about your browsing actions and patterns. We collect this information using cookies in accordance with the Cookie section of this policy and we use the information we collect on an anonymous basis to improve our event ticket shop, our events and the products and services we provide, and for analytical and research purposes.

Our event ticket shop may contain links to other sites of interest. Once you use these links to leave our event ticket shop, note that we do not have any control over the other site. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this policy. You should exercise caution and look at the privacy policy applicable to the site in question.

Partner Organisations

We use external service providers to help us send you communications and provide you with our services. These providers may include payment providers, fundraising agencies, fulfilment houses, mailing houses, mobile marketing providers and software platform providers. Where needed, we would give relevant persons within these service providers access to your personal information, but only after we have conducted the necessary checks.

Everything an external service provider does is strictly governed by a contract. In addition, before we share any information with those service providers, we put in place a signed Data Processing Agreement which confirms that the personal information we provide will only be used for the purposes we specify and will be processed in line with data protection legislation.

As part of this agreement, the provider needs to comply with strict security measures, including having a secure method for disposing of personal information when it is no longer needed and having a secure process for transferring personal information - for instance, by using encryption.

Some service providers may be based outside of the European Economic Area (EEA). We ensure any data transfers outside of the EEA are compliant with relevant data protection legislation and that the processing of your personal information is protected by appropriate security measures.

From time to time, Dr Addy Enterprises may partner with other organisations. For example, to run a joint event or training. In such cases, you may receive joint communications from Dr Addy Enterprises and the partner organisation, if you have indicated that this is okay.

If you would like to learn more about how and when we share personal information with external service providers, please contact us.

Ensuring your information is accurate

We only hold your personal information on our systems for as long as is necessary for the purposes outlined above. We remove personal data from our systems once it is no longer required, in line with our guidelines on how long important information must remain accessible for future use or reference, as well as when and how the data can be destroyed when it is no longer needed.

The length of time each category of data will be retained will vary depending on how long we need to process it for, the reason it was collected, and in line with any statutory requirements. After this point, the data will either be deleted, or we may retain a secure anonymised record for research and analytical purposes.

We continually strive to improve the quality and accuracy of the information you have provided, such as your contact details, by regularly checking against the following (where relevant):

	<p>External data lists</p> <p>Post Office's National Change of Address database The National Deceased Register</p>
	<p>Preference management services</p> <p>Fundraising Preference Service Telephone Preference Service</p>

Managing your contact preferences

You can change your contact preferences at any time. This includes telling us that you don't want us to contact you for marketing purposes.

You can do this quickly and easily by:

- Clicking the 'unsubscribe' link at the footer of our emails to indicate that you do not wish to receive our fundraising or campaigning updates.
- Asking us to stop sending you marketing texts by sending us an "opt-out" text message - following the instructions we provide you in the text messages you receive from us.
- Contacting our [Supporter Communications Team](#).

The FPS is run by the Fundraising Regulator, and allows you to stop email, telephone, addressed post, and/or text messages from a selected charity or charities by using the online service at www.fundraisingpreference.org.uk or by calling the telephone helpline on 0300 303 3517. Once you have made a request through the FPS, we will ensure that your new preferences take effect within 28 days of your request.

Your rights

You have the right to obtain from us a copy of the personal data that we hold for you, and to require us to correct errors in the personal data if it is inaccurate or incomplete. You also have the right at any time to require that we delete your personal data. To exercise these rights, or any other rights you may have under applicable laws, please contact us at admin@addy.enterprises.

Please note, we reserve the right to charge an administrative fee if your request is manifestly unfounded or excessive.

If you have any complaints in relation to this policy or otherwise in relation to our processing of your personal data, you should contact the UK supervisory authority: the Information Commissioner, see www.ico.org.uk.

You are in control of how we use your data and you have the right to ask us to stop processing your personal information. You also have the right to request a copy of the information we hold about you.

For more information about these rights, please read the guidance issued by the [Information Commissioner's Office](#).

If you would like to request a copy of the personal information that Dr Addy Enterprises holds on you, please contact us at admin@addy.enterprises and we will respond to your request at the latest within one month of receipt.

Making a complaint

Listening and responding to feedback from our supporters and members is very important to us.

You can make a complaint or raise a concern about how we process your personal information by contacting us

We will acknowledge a complaint about any aspect of our data protection policy within 5 working days and aim to resolve complaints within 10 working days of receiving it. If you are dissatisfied with our response, please contact us using the details below.

Contact method	Details
Phone	+44 (0) 7905 77 888 9 (Monday to Friday – from 9am to 6pm)
Email	admin@addy.enterprises
Website	https://addy.enterprises

If you are not happy with how we have handled your complaint, you can contact the Information Commissioner’s Office (which is responsible for upholding information rights in the UK) or the Fundraising Regulator (which is responsible for overseeing fundraising activities carried out by charities and similar organisations in the UK). Alternatively, you may choose to contact these bodies directly, regardless of whether you have raised the complaint with us first.

Changes to this privacy notice

This privacy notice may change from time to time. For example, we may update this notice to reflect any relevant changes to legislation and regulations, as well as any changes to Dr Addy Enterprises’ policy.

Please visit this website section periodically to keep up-to-date with the changes in our notice.

Contact Us

Please contact us if you would like to:

- change your personal information
- change how we communicate with you
- request more detail about the personal information we hold about you and how we use it

	Email: admin@addy.enterprises
	Telephone +44 (0) 7344618741