

Pet Blood Bank UK

Data Protection Privacy Notice



This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during your involvement with Pet Blood Bank UK and after it ends. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

Pet Blood Bank UK (the 'Organisation') is a 'data controller' and gathers and uses certain information about you. Where the Organisation uses a third party – Pet Blood Bank Services Limited 'data processor', to process your information, the organisation will ensure the third party will keep your data secure.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection Policy.

About the information we collect and hold

The table set out on the following pages summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

The table is split into three categories

- Owners of animals registered with Pet Blood Bank UK
- People who register to be a volunteer for Pet Blood Bank UK
- People who register to be a fundraiser for Pet Blood Bank UK

We may also need to share some of the categories of personal information set out below with other parties, such as external contractors and our professional advisers. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information with our regulators and/or our funders as is necessary or required to comply with the law.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices and third-party agencies, service providers, representatives and agents. Information may be transferred internationally including to countries that do not have data protection laws equivalent to those in the UK. We have security measures in place to seek to ensure that there is appropriate security for information we hold.

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How long we keep your information

We keep your information during and after your relationship with Pet Blood Bank UK, for no longer than is necessary for the purposes for which the personal information is processed in relation to the activities you take part in with Pet Blood Bank UK. Further details on this can be found in our Retention Policy, available on request.

Your rights to correct and access your information and to ask for it to be erased

Please contact Pet Blood Bank UK if, (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask the organisation for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. The organisation will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

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

How to complain

We hope that we can resolve any query or concern you raise about our use of your information. If not, you should contact Managing Director at info@petbloodbankuk.org. If you are not satisfied with their responses, contact the Information Commissioner at ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

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Schedule relating to the information we collect and hold of Owners of animals registered with Pet Blood Bank UK

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name, contact details (i.e. address, home and mobile phone numbers, email address)	From you, your veterinary surgeon (Donor Owner) Or Volunteer Organisation or College or University	To be able to contact you about Pet Blood Bank activities e.g. your dog being a blood donor Legitimate interest: to maintain our donor records, and to comply with regulatory obligations or to allow you to volunteer for the charity	To ensure we can contact you to arrange taking part in Pet Blood Bank activities Information shared with Pet Blood Bank Services Limited, your registered veterinary practice for your pet, Idexx, Laboratories and other external veterinary laboratories or your educational organisation or volunteer group
Details of your spouse/partner if provided	From you	To be able to arrange your pet's donor activities Legitimate interest: to maintain our donor records, and if join ownership to comply with regulatory obligations	To ensure we can contact you or partner to arrange your pet taking part in Pet Blood Bank activities Information shared with Pet Blood Bank Services Limited, your registered veterinary practice for your pet, Idexx, Laboratories and other external veterinary laboratories

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Schedule relating to the information we collect and hold of Volunteers registered with Pet Blood Bank UK

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name, contact details (i.e. address, home and mobile phone numbers, email address)	From you, Or Volunteer Organisation or College or University	To be able to contact you about Pet Blood Bank activities e.g. your dog being a blood donor Legitimate interest: to maintain our donor records, and to comply with regulatory obligations or to allow you to volunteer for the charity	To ensure we can contact you to arrange taking part in Pet Blood Bank activities Information shared with Pet Blood Bank Services Limited, and or your educational organisation or volunteer group
<u>(Volunteers only)</u> Emergency Contact information	From you	To able to contact the correct person to assist/ keep up to date in an emergency Legitimate interests: to ensure we can support our volunteers and to comply with legal, regulatory guidelines	To ensure we can contact the person(s) you want us to. In an emergency information may be shared with medical profession or police if necessary
A copy of your driving licence	From you	To perform the volunteer agreement To comply with our legal obligations To comply with the terms of our insurance	If driving on behalf of Pet Blood Bank UK, To ensure that you have a clean driving licence Information may be shared with our insurer
Information in your sickness (including sensitive personal information regarding your physical and/or mental health)	From you,	To perform the volunteer agreement Legitimate interests: to maintain records and to comply with, regulatory and corporate governance obligations and good volunteer practice, to ensure safe “working practices”	In the event you became ill whilst taking part in activities for Pet Blood Bank UK information may be shared with members of staff of Pet Blood Bank Services Ltd to be able to support you Information shared with your doctors, with medical and occupational health professionals we engage if appropriate For further information, see * below

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<p>Information on complaints raised by or involving you</p>	<p>From you, from other volunteers, from Pet Blood Bank employees</p>	<p>To perform the volunteer agreement</p> <p>Legitimate interests: to maintain records and to comply with regulatory and corporate governance obligations and good practice</p>	<p>For volunteer administration, to follow our policies and to deal with grievance matters</p> <p>Information shared with relevant staff within Pet Blood Bank, HR personnel and with consultants/HR advisers we may engage from time to time</p>
<p>Information on conduct issues involving you</p>	<p>From you, from other volunteers, from Pet Blood Bank employees</p>	<p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain volunteer records and to comply with regulatory and corporate governance obligations and good practice, to ensure safe “working practices”</p>	<p>For volunteer administration and assessments, to follow our volunteer guidelines, to monitor conduct and to deal with grievance matters</p> <p>Information shared with relevant staff within Pet Blood Bank, HR personnel and with consultants/HR advisers we may engage from time to time</p>
<p>Details of your time and attendance records</p>	<p>From you, from Pet Blood Bank employees</p>	<p>To perform the volunteer agreement</p> <p>Legitimate interest: to provide information associated with who was involved with donor required by our regulatory bodies</p>	<p>For Pet Blood Bank employees to know who was involved with the donor.</p> <p>Veterinary Medicines Directorate – to comply with legal obligation</p>
<p>Information about your use of our IT, communication and other systems</p>	<p>Automated monitoring of our websites and other technical systems, such as our computer networks and connections, CCTV and access control systems, communications systems, remote access systems, sales system - Orderwise, car technology driving system – Lightfoot, telephones,</p>	<p>Legitimate interests:</p> <ul style="list-style-type: none"> to monitor and manage volunteer access to our systems and facilities to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage to ensure our business policies, such as those concerning security and internet use, are adhered to for operational reasons, such as maintaining volunteer records, recording transactions, training and quality control 	<p>To protect and carry out our legitimate interests (see adjacent column)</p> <p>Information shared with relevant Pet Blood Bank employees</p>

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		<p>to ensure that commercially sensitive information is kept confidential</p> <p>for security vetting and investigating complaints and allegations of criminal offences</p> <p>for statistical analysis</p> <p>to prevent unauthorised access and modifications to our systems</p> <p>as part of investigations by regulatory bodies, or in connection with legal proceedings or requests</p>	
<p>Your use of public social media (only in very limited circumstances, to check specific risks for specific functions within our organisation; you will be notified separately if this is to occur)</p>	<p>From relevant websites and applications</p>	<p>Legitimate interests:</p> <p>to monitor and manage volunteer access to our systems and facilities</p> <p>to protect our networks, and personal data of employees and customers/clients, against unauthorised access or data leakage</p> <p>to ensure our charities policies, such as those concerning security and internet use, are adhered to</p> <p>for operational reasons, such as maintaining volunteer records, recording transactions, training and quality control</p> <p>to ensure that commercially sensitive information is kept confidential</p> <p>to check that restrictions on your activities that apply after your employment has ended (post-termination restrictions or restrictive covenants) are being complied with</p> <p>for security vetting and investigating complaints and allegations of criminal offences</p> <p>as part of investigations by regulatory bodies, or in connection with legal proceedings or requests</p>	<p>To protect and carry out our legitimate interests (see adjacent column)</p> <p>Information shared with relevant Pet Blood Bank Employees and with consultants we may engage from time to time</p>

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Schedule relating to the information we collect and hold of Fundraisers registered with Pet Blood Bank UK

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name, contact details (i.e. address, home and mobile phone numbers, email address)	From you or Fundraising Organisation e.g Just Giving	To be able to contact you about your fundraising activities on behalf of Pet Blood Bank UK e.g. to celebrate your fundraising and say thank you Legitimate interest: to maintain our financial records on where funds were raised, and to comply with regulatory obligations	To ensure we can contact you to arrange sending information about the charity to assist with fundraising To contact you if there was a query with the funds received Information shared with regulatory bodies – Office of the Scottish Charity Regulator (OSCR) Accountants – Thomson Cooper Accountants and HMRC

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You are required (by law or under the terms of your volunteer agreement, or in order to enter into your volunteer agreement,) to provide the categories of information marked with an asterisk (*) above to us to enable us to verify your suitability for the position. If you do not provide this information, we may not be able to accept your offer of voluntary support.

* Further details on how we handle sensitive personal information and information relating to any unspent criminal convictions and offences are set out in our Data Protection Policy.

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