



EOS privacy statement – contacts who are not members

Eczema Outreach Support is committed to respecting any personal data you share with us, to keep it safe and to not do anything with it that you would not reasonably expect. We only ask for information that supports us in providing services and to gather relevant information to campaign for better support for children living with eczema and their families.

We are registered with the Information Commissioner's Office under registration number ZA 131266

Data from non-members

Category of non-member	Data gathered	Data use	Legal basis
Fundraisers/Donors	<p>If you fundraise or donate to us your details will be stored on any platform that you use (e.g. Virgin Money Giving). This will never include your payment details. That data belongs to the platform and is covered by their privacy statement.</p> <p>If you give consent for further contact from EOS, we will transfer your contact details on to our own database.</p> <p>If you agree we may feature you on EOS social media or the EOS website</p>	<p>We use this data to thank you and communicate with you about your donations/fundraising and possible future opportunities to donate/fundraise.</p> <p>We do fundraising features to inspire other people to fundraise for EOS as well</p>	Consent
Blog subscribers	<p>If you subscribe to blogs from the EOS website or other automated services, then your email address will be held on these contact lists.</p>	<p>This data is not used for any other purpose than what you have subscribed to and is not used in any other context.</p> <p>You can unsubscribe to the blogs at any point.</p>	Consent
Survey replies	<p>Providing your personal data in a survey will always be optional. We may need your contact details if you want to take part in a prize draw, but after the draw</p>	<p>We regularly have surveys in order to help us raise awareness of eczema with policy makers, healthcare</p>	Legitimate interest

	has taken place all contact details will be removed from the survey data. All the data of the survey will be removed from the survey platform after analysis has been completed.	professionals, schools and members of the public	
Job/volunteer applicants	We hold the data you provide us with in your application	We need this information to assess your suitability for any advertised roles. 6 month after a position has successfully been recruited for we delete the data of any unsuccessful applicants.	Legitimate interest
Professional contacts	We may collect your contact details and store them in our database	We use this data to work in partnership with professionals on projects or to support our member families and to disseminate information about EOS and raise awareness of eczema.	Legitimate interest

Data held by third parties

If you like/follow EOS on any public social media platforms or comment on any posts, this information does not belong to EOS. You should refer to the privacy statement of the relevant platform for further information.

Analytical software

In some circumstances we may use statistical information from platforms such as Mailchimp to see the level of engagement we have with members and the public.

Keeping your data safe

We regularly review and assess all our safety protocols to keep our systems up to date and secure.

All staff and relevant volunteers undergo training about our security protocols and keeping data safe.

Sharing your data

We will never share any data we have about donors and fundraisers with anyone outside EOS.

Likewise we will never share any personal data given in a survey or in a blog subscription.

EOS will never share your details for commercial purposes.

We may on occasion share contact details of any professionals with other professionals if it important/relevant to EOS's work.

Retaining your data

We retain information from non-members for as long as it remains relevant to our work.

Your data and your rights

You can at any point contact EOS to have your data removed from our systems. If you do so no further services will be provided and EOS will delete all personal identifiable information we hold on you, unless we are unable to for regulatory or legal reasons. To do so please send the request to info@eos.org.uk or Eczema Outreach Support, Tam Dalyell House, 93 High Street, Linlithgow, EH49 7EZ.

You have the right to ask for a copy of the information we hold about you, although we may need to charge an administration fee in certain circumstances. To do so please send a description of the information you would like a copy of, along with proof of your identity to info@eos.org.uk or Eczema Outreach Support, Tam Dalyell House, 93 High Street, Linlithgow, EH49 7EZ. We will supply the information as requested within one month of receipt or advise you if we are unable to comply for any reason.

You also have the right to request rectification and restriction of processing of your personal data, to object to our processing according to your particular circumstances and to request a copy of your data in a suitable format to be provided to another controller. These rights only apply in certain circumstances.

You can find more information about your data and your rights from the website of the Information Commissioner's Office <https://ico.org.uk/your-data-matters/>