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**Shetland Women’s Aid – Privacy Notice**

Shetland Women’s Aid (SWA) is committed to protecting your privacy. This notice explains what personal information we collect, how we use it, and your rights.

**Who we are**

SWA provides support to women, children, and young people experiencing domestic abuse. We act as a **Data Controller**, which means we decide how your personal information is used.

**What information we collect**

We may collect and store:

* Your contact details (name, address, phone, email).
* Information relevant to the support we provide (e.g. health, housing, family situation, safeguarding needs).
* Information about our employees, volunteers, and applicants.
* On occasion, information about perpetrators as required for safeguarding.

**Why we use your information**

We use your personal information to:

* Provide safe and effective services and support.
* Meet our legal and contractual obligations (e.g. safeguarding, employment law).
* Keep records and manage our organisation responsibly.

We only collect what is necessary, and we keep it secure.

**Sharing your information**

We may share information where there is a **legal duty** or to keep you or others safe (e.g. with police, social work, MARAC). We do not share your details for marketing.

**How long we keep your information**

We keep information only for as long as necessary, in line with legal requirements and our data retention schedule. When no longer required, it is securely destroyed.

**Your rights**

You have the right to:

* Be informed about how we use your data.
* Access the information we hold about you (Subject Access Request).
* Ask us to correct inaccurate data.
* Ask us to delete data we no longer need (“right to be forgotten”).
* Restrict or object to certain types of processing.

To make a request, please contact the **Service Manager** at office@shetlandwa.org