

## Advocacy Western Isles – Privacy Notice

Last updated: April 2026



### 1. Who we are

We are Advocacy Western Isles (AWI), a registered Scottish charity (SC034774). We act as the Data Controller, meaning we decide how your information is used.

Contact for questions about your data:

General Manager (Data Controller)

Advocacy Western Isles

Rear Wing, 16 Francis St, Stornoway, Isle of Lewis, HS1 2XB

Email: [office@advocacywi.co.uk](mailto:office@advocacywi.co.uk)

Phone: 01851 701755

### 2. What personal information we collect

Depending on the situation, we may collect:

- Your name and contact details
- Information about your situation, needs, or the issues you ask for help with
- Notes from meetings or phone calls
- Information from other agencies, but only if you have agreed to this
- For children under 16, we may need consent from a parent or guardian

### 3. Why we collect your information

We use your information to:

- Provide independent advocacy services
- Understand your needs and support you appropriately
- Keep in touch with you about your advocacy case
- Work with other professionals (only if you consent)
- Keep required records of our work
- Improve our service through anonymous reporting to funders
- Keep people safe when there is a risk of harm

### 4. Our legal reasons for using your information (lawful basis)

We use your information under one or more of the following lawful bases:

- Consent – You agree that we can contact you and work on your behalf.

- Legitimate interests / recognised legitimate interests – We may use information to provide advocacy services, safeguard vulnerable people, or liaise with organisations.
- Legal obligations – We may need to share information if there is a legal requirement.
- Vital interests – We may use or share information to protect someone from serious harm.

## **5. When we share your information**

We only share your information when:

- You give consent (for example, to work with NHS, education, or social work services)
- There is a risk of serious harm, neglect, or safeguarding concerns
- There is a risk of a serious crime
- We must share it by law

Information shared with funders is anonymised.

## **6. How we store and protect your information**

We store records securely, limit access to trained staff, keep information up-to-date, and only collect what is necessary.

## **7. How long we keep your information**

We normally keep your information for 7 years after your last contact with us. After that, it is securely deleted. Anonymised data may be kept longer for reporting purposes.

## **8. Your rights**

- Access the information we hold about you
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your information when it is no longer needed
- Withdraw consent at any time
- Ask us to stop using your information (restrict processing)
- Object to how we use your information
- Complain to the Information Commissioner's Office (ICO): <https://ico.org.uk>, 0303 123 1113

## **9. If we need to use your information for something new**

If we need to use your information for a new purpose, we will tell you first, explain why, and give you the option to say no.