

Privacy Policy



Community Support and information, Ross-Shire (CSI, Ross-Shire) registered in Scotland with SCIO Number SC006582 and having its registered office address at

Temperance House, Tulloch Street, Dingwall, IV15 9JY
CSI, Ross-Shire, is committed to protecting and respecting your privacy. This Privacy Policy ("Policy") relates to services provided ("Services") and sets out the basis on which the Personal Data collected from you, or that you provide to CSI, Ross-Shire will be processed by us. "Personal Data" means any information that identifies or relates to a particular individual and includes information referred to as "personal information" under applicable data privacy laws, rules, or regulations (collectively the "Data Protection Laws"). This Policy does not cover the practices of companies CSI, Ross-Shire doesn't own or control or people CSI, Ross-Shire doesn't manage. For clarity, this policy applies when CSI, Ross-Shire acts as a "Controller" (as defined in the General Data Protection Regulation (the "GDPR") and the version of the GDPR retained in UK law (the "UK GDPR")

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What information do we collect about you?

We collect information about you when you provide such information directly to us, and when Personal Data about you is automatically collected in connection with use of our Services.

How will we use the information about you?

We only use your information to provide the information and services requested when you contact CSI, Ross-Shire. Individuals contacting us do so at their own discretion and provide any such personal details requested at their own risk. Where you are using our Services on behalf of our Customer, we rely on legitimate interests in performing our contract with our Customer as the

lawful basis on which CSI, Ross-Shire collects and uses your Personal Data. This includes to provide you with information, products or services that you request from us or which we feel may interest you or our Customer, to carry out our obligations arising from any contracts entered into between our Customer (on whose behalf you are using the Services) and CSI, Ross-Shire and to notify you about changes to our Services and provide you with information that is relevant to your use of the Services.

At all times your personal information is kept private and stored securely until it is either no longer required or has no use.

Cookies

Cookies are small files saved to the user's computer hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computer's hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors or use the cookie control system if available upon their first visit.

Like most websites, this site uses Google Analytics (GA) to track user interaction. We use this data to determine the number of people using our site, to better understand how they find and use our web pages and to see their journey through the website.

Although GA records data such as your geographical location, device, internet browser and operating system, none of this information personally identifies you to us. GA also records your computer's IP address which could be used to personally identify you but Google do not grant us access to this.

Marketing

CSI, Ross-Shire will only provide you with information for the purposes requested. Where we have clearly stated and made you aware of the fact, and where you have given your express permission, we may use your details to send you information related to our services.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information,



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please email or write to us at the details in the [contact us section](#) of this policy. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Downloads and media files

Any downloadable documents, files or media made available on this website are provided to users at their own risk. While all precautions have been undertaken to ensure only genuine downloads are available users are advised to verify their authenticity using third party anti-virus software or similar applications.

Other websites

Our websites may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Social media

While we may have official profiles on social media platforms users are advised to verify authenticity of such profiles before engaging with, or sharing information with such profiles. We will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be instances where our website features social sharing buttons, which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 20th January 2025

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you: By email: csir@csiross-shire.org.uk. Or write to us at: Community Support and information, Ross-Shire, Temperance House, Tulloch Street, Dingwall, IV15 9JY