



Dumfries & Galloway ME and Fibromyalgia Network Privacy Policy

The Dumfries & Galloway ME and Fibromyalgia Network (DGMEFM Network) is a registered charity: SC051578. This Policy tells you what to expect when DGMEFM Network collects personal information. Any personal information collected by DGMEFM Network will be used in accordance with the General Data Protection Regulation (GDPR).

How do we obtain your personal information?

We collect information when you give it to us directly in the following ways:

- when you sign up for membership. This could be provided online, face to face, over the phone or in writing;
- when you make a complaint or enquiry. This could be made online, face to face, over the phone or in writing; and
- when you complete an online or paper survey.

We do not source personal information from publicly available sources and/or from third party data vendors.

What information do we collect?

Personal information is any information that can be used to identify you. For example, it can include information such as your name, date of birth, email address, postal address, telephone number, membership type, as well as information relating to your health or personal circumstances.

Data protection law recognises that certain categories of personal information are more sensitive. This is known as sensitive personal information and covers health information. We would only collect sensitive personal information where there is a clear need to do so such as participation in an event, to ascertain what services are relevant to you or to cater services and support to you. Before collecting any sensitive personal information about you we will make it clear to you what information we are collecting and the purposes for collecting such.

How do we use your information?

How we use your information would largely depend on why you are providing it. We may process your personal information for our legitimate interests in the ways set out below.

- we use your personal information to maintain an accurate mailing list of members to enable us to give you the information, support, services, or products you ask for e.g. newsletters; to tell you about changes to our services or policies; and to look into, and respond to, complaints or other issues.
- we use your personal information to claim Gift Aid on your donations, where eligible.
- we may use your information to send you communications about how you can help us to help you, for example, information about volunteering and fundraising activities and how you can donate to us. Occasionally, we may include information from partner organisations or organisations.
- we may anonymise the data you provide us through membership, surveys and correspondence etc, to gather information to support third party funding applications and lobbying and education work, for example with the NHS and government departments.

Any personal data you provide will only be used for the above purposes. This information will not be passed to any third parties, other than for the purpose of distributing material on our behalf, unless you have given us permission. The exception to this Policy is if we feel you or another person is at risk of serious harm, we have a duty as an organisation to report our concerns to the relevant body.

Accessing, updating or removing your personal information

If you wish to know what data is held, to amend your data or to have your data removed, you should complete one of the following;

1. send an email request to admin@dgmefm.org.uk;
2. complete online contact form on our website at: www.dgmefm.org.uk; or
3. telephone or text us on: 07557 536110.

All requests will be completed free of charge and within 28 days. Name and end date will be retained on our members register for a period of six years following a removal request.

Links

The DGMEFM Network website may include links to other sites, not owned or managed by us. We cannot be held responsible for the privacy of information collected by websites not managed by us.

When you post personal information on a discussion board on our Online Community or other messaging board on our websites, your information is publicly accessible. Such information can be viewed online and collected by third parties. We are not responsible for the use of information by such third parties.

When contributing to a discussion we strongly recommend you avoid sharing any personal information that can be used to identify you (such as your name, age, address, name of employer). We are not responsible for the privacy of any identifiable information that you post in our Online Community or other public pages of our websites.

If you're 16 or under

If you're aged 16 or under, you must get your parent/guardian's permission before you provide any personal information.

Making a Complaint

If you have a concern about our information rights practices, which you feel we have been unable to resolve, you can contact the Information Commissioner's Office (ICO) at www.ico.org.uk. The ICO is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

This Privacy Policy was updated July 2022 (v2.1), for review July 2025.