



FVA's Odin Database – Privacy Notice

Last updated: January 2026

Introduction

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you in the future. It also explains your rights under the law relating to your personal data. Please ensure that you read this notice and any other similar notice we may provide to you from time-to-time when we collect or process personal information about you. This notice applies to the organisation and service directory database, called Odin.

Who collects and uses the information?

Fife Voluntary Action is a 'data controller' and gathers and uses certain information about you. Where the organisation is also a 'data processor', we will process information received from third parties about you.

Fife Voluntary Action is a Company Limited by Guarantee registered in Scotland under company number SC203613 and is a Registered Scottish Charity No. SC028457.
Registered address: Caledonia House, Pentland Park, Saltire Centre, Glenrothes, KY6 2AL.

We have a data processing agreement in place with the Scottish Council for Voluntary Organisation (SCVO), who provide our database platform and therefore process data on our behalf. Information from your Organisation Registration Form will be passed to their database system. Our data processing agreement ensures that they comply with data protection legislation and treat your information confidentially.

What is personal data/information?

Personal data is defined under data protection laws in the UK and Europe as 'any information relating to an identifiable person who can be directly or indirectly identified' and is, in effect, any information about you that enables you to be identified. This would include obvious information such as your name and contact details, but could include less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data that we collect, process and store is set out in this Notice.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection Policy.

About the information we collect and hold

The table set out in Schedule 1 below summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We may also need to share some of the categories of personal information set out below with other parties, such as our professional advisers, our regulators and funders, or otherwise as may be necessary or required to comply with the law.

We seek to ensure that our information collection and processing is always proportionate - that is, we only collect and process what we need to, and we only store it for as long as we need to. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices and by third-party agencies, service providers, representatives and agents. We have security measures in place to seek to ensure that there is appropriate security for information we hold. Specifically, for our Odin database, the personal data you provide is stored securely in the Microsoft Azure cloud, across more than one data centre for safety, and is backed up. Only authorised FVA staff have access to amend or delete the data.

How long we keep your information

We keep your information for no longer than is necessary; this normally means whilst you are a contact for your organisation and for a period thereafter that will depend on any support your organisation has received from us. In most cases, we will not keep your information for more than 12 months after you last contact us. Further details are set out in our Data Retention Policy.

Your rights

Under the General Data Protection Regulation ('GDPR'), you have the following rights, which we will always work to uphold:

- 1) The right to be informed about the personal data we collect and use about you. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions.
- 2) The right to access the personal data we hold about you. This is called making a Subject Access Request - please see below for instructions on how to make a request.
- 3) The right to have your personal data rectified if any of your personal data we hold is inaccurate or incomplete. Please contact us using the details at the bottom to find out more.
- 4) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details at the bottom to find out more.
- 5) The right to restrict (i.e. prevent) the processing of your personal data.
- 6) The right to object to us using your personal data for a particular purpose or purposes.
- 7) The right to data portability. This means that you can ask us for a copy of your personal data held by us to re-use with another organisation or business in certain cases.
- 8) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about how we use your personal data or to exercise any of your rights as outlined above, please contact us using the details provided below.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Changes to what we do

We regularly review and, where necessary, update our privacy information, policies, procedures and privacy notices. If we plan to use your personal information for a new purpose we will update our documentation and privacy notice, and communicate the changes to you before starting to use the information in a new way. Where we have obtained your consent to process your personal data and we wish to change how we process it, we will seek your consent for the new processing.

Sometimes we have to change what we do because of a change in the law or we need to change the way we do things as an organisation and have a legitimate interest for doing so. The latest version of this Privacy Notice will always be available at www.fva.org/privacy

How to contact us

For more information about how we collect, store and process your personal data or for any questions or concerns you might have about data protection please contact the Chief Executive by calling 0800 389 6046 or e-mail chiefexecutive@fifevoluntaryaction.org.uk

How to complain

We hope that our Chief Executive can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at www.ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Schedule 1: Information we collect and hold

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name, contact details (i.e. address, home and mobile phone numbers, e-mail address)	From you	<ul style="list-style-type: none">• To maintain contact with you in order to support you• To allow us to refer individuals interested in your organisation on to you;• To comply with our legal obligations;• To allow members of the public to contact an organisation where you've provided your contact details for that purpose	<ul style="list-style-type: none">• To provide you with the necessary support/service that you have sought<ul style="list-style-type: none">• (Where you have elected to receive them) to send you e-Bulletins containing news and relevant updates from Fife Voluntary Action.• We will show contact information for the organisation on our website and publications we produce about organisations in the database. If you ask us not to make your personal data public, it will be withheld and not shared with anybody.• If the contact information provided is for an organisation operating in Fife, the contact information will be entered into the Odin database and shared with public sector partners who use Odin to provide information on their websites, for example, Fife Council and Fife Health & Social Care Partnership. It will be accessed by them for the purposes of contacting the nominated person at given organisations, or for sharing with the public. If you ask us not to make your personal data public, it will be withheld and not shared with anybody.

Details of your position within an organisation you are part of, or your connection with an organisation	From you	<ul style="list-style-type: none"> • To enable us to ascertain your authority to speak for an organisation, or to know where best we can get information confirmed 	<ul style="list-style-type: none"> • To refer enquiries to you as the most appropriate point of contact within your organisation where applicable • Information will not be shared.
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As well as having a lawful basis for processing, we will not handle any sensitive personal information (special categories) without first obtaining the appropriate explicit consent from you.