Time to Live Privacy Notice

Last updated: November 2026

This is a long document, but we are required to share certain information with you and explain your rights.

If you want more information, you want to discuss this or you're unsure about any of this means please do not hesitate to contact us. You can phone us on 0800 389 6046 or e-mail us at timetolive@fva.org

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 whilst we are working with you and for a period thereafter. It also explains your rights under the law relating to your personal data. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'Privacy Notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects and uses the information?

Fife Voluntary Action is a 'data controller' and gathers and uses certain information about you. Further detail is provided in the remainder of this Privacy Notice.

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 and main trading address: Caledonia House, Pentland Park, Saltire Centre, Glenrothes, KY6 2AL.
We are regulated by the Office of the Scottish Charity Regulator (OSCR).

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 on the following pages summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

You can apply on our paper application form or online at www.fva.org/carers. Either way, we collect the same information and use and share it in the same way.

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, funders and Fife-based carers organisations. Usually, information will be anonymised, but this may not always be possible. The

recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information with our funders as is necessary or required to comply with the law.

We will send the professional referee you name what you tell us about your planned break (Section 5 of the application form), so that they can comment on whether it suits you.

If your grant is paid through a partner organisation such as Fife Young Carers, Fife Carers Centre or Crossroads Fife, we will share your name, reference and award with them so that they can arrange it.

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.

How long we keep your information
We keep your information for no longer than is necessary; this normally means whilst we are working with you and for a period thereafter the length of which will depend on the nature of the service and support we are providing to you. In most cases, we will not keep your information for more than 24 months after you last contact us. Further details are set out in our Data Retention Policy.

Your rights
Under the 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.

If you have any cause for complaint about how we use your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. You can contact them through their website at www.ico.org.uk or can call them on 0303 123 1113.

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/carers

How to contact us
For 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@fva.org

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 relating to the 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	• to maintain contact with you in order to support you • To comply with our legal obligations	• To provide you with the necessary support/service which you have sought • Information will be shared with a senior representative of Fife Carers Centre, Fife Young Carers and Crossroads Fife, in order to assess applications
Your bank details, (account number and sort code)	From you	• to enable us to transfer the funds for a successful award from the fund that FVA manages.	• To pay out any successful grant award • Our bank • Our external auditors, to prevent against fraud or money laundering.

Details of your caring situation	From you	• to enable the panel members to score and evaluate your application to the Time to Live fund.	• To provide you with the necessary support/service which you have sought • Information will be shared with a senior representative of Fife Carers Centre, Fife Young Carers and Crossroads Fife, in order to assess applications
What your referee tells us about you	From the professional referee you name	• to confirm your caring role and that your break is a genuine break from caring, and to hear whether the break suits you	• To assess your application

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.