Supporter Promise and Privacy Statement

​Glasgow Life – registered charity SCO37844​

Our mission is to inspire Glasgow’s citizens and visitors to lead richer and more active lives through culture, sport and learning. We are dedicated to providing the best service we can in libraries, museums, galleries and sporting facilities across the city. Generous donations from our Supporters\* help to ensure that sporting and cultural activities and programmes are accessible to everyone in the city. The information below sets out how we record and store personal data you give us.

Further information on our Privacy Policy can be found [here​​](http://www.glasgow-life.net/Pages/privacy-statement.aspx).

\*Supporters refers to anyone that makes a donation to Glasgow Life and provides their details to us. This includes donations to campaigns or signing up to membership programmes such as the Glasgow Museums Patrons Circle, Glasgow Museums Supporters Club and Celtic Rovers.

INFORMATION WE MAY ASK YOU TO PROVIDE

So that we can keep in touch with you and/or process your donations, we require you to complete a donor form or membership form. This is either in hard copy or through our online giving facility.

The information you give us may include your name, address, e-mail address and telephone number. It may also require us to receive your financial and credit card information. You will also be able to tell us how you would like us to contact you. This is called ‘contact preference’.

WHY WE RECORD THIS INFORMATION

We record information about you so that we can:

* Confirm receipt of your donation
* Provide you with information on Glasgow Life projects and activities that you are supporting
* Provide you with information about other projects at Glasgow Life which may be of interest in line with the contact preferences that you provided us with

Please note that you can change your preferences to better suit your needs at any point by contacting Glasgow Life’s fundraising team:

220 High Street

Glasgow

G4 0QW

Telephone: 0141 276 9515

E-mail: supportus@glasgowlife.org.uk

FAIR PROCESSING GUARANTEE

We will use your information to process your donation and when eligible, process the Gift Aid. In the case of memberships, we will use the information to process your membership and provide the associated benefits.

We hold information on a Customer Relationship Management (CRM) database. This allows us to create a profile of your interests and preferences and ensures that relevant communications are sent to you and that we can tell you about the projects which most interest you. We may also use the CRM to carry out screening with a Wealth Screening company to identify people with potential capacity to support the work Glasgow Life carries out.

We only allow authorised agents who work on our behalf to access your personal data and we will never exchange your details or sell or rent your data to any other commercial or charitable organisation.

You can let us know at any time if you would prefer us not to do this by contacting our fundraising office at the contact details provided above.

WHERE WE STORE YOUR PERSONAL DATA

All information you provide to us is recorded and stored on secure servers held within the EU. All payment transactions are encrypted. Our online payment service and database has validated compliance with the Payment Card Industry Data Security Standard (PCI DSS) and the Payment Application Data Security Standard (PA DSS).