

Privacy Notice

Last updated: September 2026

Shetland Rape Crisis (The Compass Centre) takes your privacy seriously. We understand that information shared with us can be very personal and sensitive, and we take care to keep it safe and confidential.

This privacy notice explains how we collect, use and protect personal information when you use our website, contact us, access our services, or otherwise interact with us.

Who we are

Shetland Rape Crisis is an independent charitable organisation providing support to people affected by sexual violence.

For data protection purposes, Shetland Rape Crisis is the organisation responsible for deciding how and why your personal information is used.

If you have any questions regarding this policy or about our privacy practices, please contact us at: 01595 747 174, contact@compasscentre.org or by writing to us at The Compass Centre, 11 Hill Lane, Lerwick, Shetland, ZE1 0HA. Please mark your query for the attention of 'Senior Management Team.'

What information do we collect?

The information we collect depends on how you interact with us.

This may include:

- your name and contact details;
- information you provide when contacting us or requesting support;
- information needed to provide our services;
- information about your health, disability or support needs;
- information about sexual violence or other experiences you choose to share with us;
- information about safeguarding concerns where relevant;
- information relating to your use of our website; and
- information provided by another organisation where this is necessary and lawful, for example as part of a referral.

Some of this information is special category data, which requires additional protection under data protection law.

We will only collect information that we need for a specific and legitimate purpose.

How do we use your information?

We may use personal information to:

- respond to enquiries and requests for support;
- provide emotional, practical, counselling and advocacy support;
- manage referrals and waiting lists;

- keep appropriate records of the support we provide;
- respond to safeguarding concerns and help protect people from harm;
- communicate with you about our services;
- respond to complaints and concerns;
- monitor and improve our services;
- meet our legal, regulatory and funding responsibilities; and
- manage the organisation, including staff, volunteers, trustees and finances.

We will only use your information where we have a lawful basis for doing so under data protection law. Where we process special category information, we will also have an appropriate additional condition for doing so.

Confidentiality and sharing information

Confidentiality is central to our work.

We do not routinely share information about people who use our services with other organisations or individuals without a lawful reason to do so.

There may be circumstances where we need to share information, for example:

- where you have asked us to share information or have given appropriate permission;
- where sharing is necessary to provide or coordinate support;
- where there is a safeguarding concern;
- where we are legally required to provide information; or
- where sharing is necessary to protect someone from serious harm.

We will share only information that is necessary and appropriate for the particular situation.

Our confidentiality and information-sharing arrangements are explained in more detail when people access our services.

How long do we keep your information?

We do not keep personal information indefinitely.

Different types of information are kept for different periods depending on why we hold it and any legal or regulatory requirements.

When information is no longer required, it is securely deleted, destroyed or anonymised where appropriate.

Your rights

Depending on the circumstances, you have rights under data protection law including the right to:

- ask for a copy of the personal information we hold about you;
- ask us to correct inaccurate information;
- ask us to erase your information in certain circumstances;
- ask us to restrict how we use your information in certain circumstances;

- object to certain uses of your information; and
- withdraw consent where we are relying on your consent to process your information.

These rights are not absolute and some exceptions apply.

If you want to exercise any of your rights, please contact us using the details above.

How we keep your information safe

We take appropriate technical and organisational measures to protect personal information from unauthorised access, loss, misuse, alteration or disclosure.

This includes appropriate controls over access to records, secure storage, staff confidentiality requirements, secure disposal and procedures for managing personal data breaches.

Website cookies

Our website may use cookies and similar technologies. Some cookies are necessary for the website to operate, while others may be used for purposes such as understanding how people use our website.

Where consent is required for non-essential cookies, we will ask for this separately.

Contacting us about your information

If you have a question about how we use your personal information, or would like to exercise one of your data protection rights, please contact:

Managing Director

Email: contact@compasscentre.org

Telephone: 01595747174

Complaints

If you are unhappy about how we have handled your personal information, please contact us first so that we have the opportunity to address your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO), which is the UK's independent regulator for data protection.

Information about making a complaint is available from the ICO.

Information Commissioner's Office

<https://ico.org.uk/make-a-complaint/data-protection-complaints/check-if-you-can-complain/>

Changes to this privacy notice

We may update this privacy notice from time to time to reflect changes in our services, how we use information or data protection requirements.

We will review the notice regularly and make significant changes clear to people where appropriate.