

Dog Aid Scotland Privacy Notice

Last Updated: September 2026

Who We Are

The Dog Aid Society of Scotland ("Dog Aid Scotland", "we", "our" or "us") is a Scottish Charitable Incorporated Organisation (SCIO), registered charity number **SC001918**.

We are committed to protecting your personal information and being transparent about how we collect, use and store it.

This privacy notice explains how we use your personal information when you:

- visit our website;
- make a donation;
- become a member;
- volunteer with us;
- apply to adopt or relinquish a dog;
- receive support through our services;
- attend our events;
- contact us; or
- otherwise engage with our charitable work.

For the purposes of data protection law, Dog Aid Scotland is the **Data Controller** of your personal information.

Contact Details

Dog Aid Society of Scotland
Riccarton Mains Farm, 1b The Cottage
Edinburgh EH14 4AR

Email: office@dogaidscotland.com

Telephone: 0300 365 2500

What Information We Collect

Depending on your relationship with us, we may collect:

Personal Information

- Name
- Postal address
- Email address
- Telephone number
- Date of birth (where relevant)
- Membership information
- Donation history
- Gift Aid declarations
- Emergency contact details

Dog and Household Information

Where relevant to our services, we may collect:

- Details of dogs owned or cared for
- Veterinary practice details
- Property and household information
- Information about children or other animals in the household
- Lifestyle information relevant to assessing suitability for adoption or support services

Financial Information

Where required for a service or support application, we may collect:

- Information relating to income
- Evidence of eligibility for support schemes
- Payment records
- Bank details where you set up a regular donation

We do not store full payment card information.

Special Category Data

In limited circumstances we may collect information about health, disability or vulnerability where relevant to providing support, assessing applications or safeguarding individuals.

We will only process this information where there is a lawful basis to do so.

Criminal Conviction Information

Where you apply to adopt or foster a dog, we may ask about previous convictions or offences relating to animal welfare.

This information is used solely to assess suitability and protect animal welfare.

How We Use Your Information

We may use your information to:

- administer our charitable activities;
- process donations and Gift Aid claims;
- manage memberships and volunteer involvement;
- assess adoption, fostering or relinquishment applications;
- provide support through our welfare schemes;
- communicate with supporters;
- organise fundraising events and campaigns;
- monitor and improve our services;
- comply with legal and regulatory obligations;
- prevent fraud and protect the charity's assets.

Our Lawful Bases for Processing

We process personal information using one or more of the following lawful bases:

Legitimate Interests

We may process information where it is necessary for our legitimate interests as a charity, including:

- administering donations;
- maintaining supporter records;
- managing relationships with supporters;
- improving our services;

- protecting animal welfare;
- administering volunteer programmes.

We will always balance our interests against your rights and freedoms.

Contract

We process information where necessary to:

- provide a service you have requested;
- administer membership;
- fulfil agreements relating to adoption, fostering or support schemes.

Legal Obligation

We may process information to comply with legal requirements, including:

- charity law;
- tax law;
- Gift Aid requirements;
- safeguarding obligations;
- accounting and audit requirements.

Consent

Where required by law, we will obtain your consent before processing your information.

You may withdraw consent at any time.

Fundraising and Marketing Communications

We would like to keep supporters informed about:

- the impact of their support;
- fundraising appeals;
- events and campaigns;
- volunteering opportunities;
- ways they can help dogs and owners across Scotland.

We may contact you by:

- post;
- email;
- telephone;
- SMS/text message;
- other digital communication channels.

Email and Text Marketing

We will only send electronic marketing communications where:

- you have provided consent; or
- we are otherwise permitted to do so under applicable law, including the charitable purposes soft opt-in provisions.

You may opt out at any time by:

- clicking the unsubscribe link in an email;
- replying STOP to relevant messages;
- contacting us directly.

We will always respect your communication preferences.

Who We Share Information With

We may share information with trusted third parties where necessary, including:

Veterinary Practices

To administer veterinary support schemes and ensure appropriate care for dogs.

Microchip Database Providers

To register or update ownership information.

Professional Advisers

Including accountants, auditors, legal advisers and consultants.

Service Providers

Including:

- payment processors;
- CRM and database providers;
- email distribution platforms;
- website providers;
- cloud storage services.

These organisations may only use your information on our instructions and must keep it secure.

Regulators and Authorities

Where required by law or to protect animal welfare, public safety or the legitimate interests of the charity.

We do not sell personal information to third parties.

International Transfers

Where any supplier processes information outside the UK, we will ensure appropriate safeguards are in place as required by UK data protection law.

How Long We Keep Information

We retain information only for as long as necessary.

Typical retention periods include:

Record Type	Retention Period
Gift Aid records	6 years after the relevant tax year
Financial records	6 years
Unsuccessful adoption applications	Up to 2 years
Donor and supporter records	As long as the relationship remains active, and for up to 6 years afterwards
Volunteer records	Up to 6 years after volunteering ends
Adoption records	For the lifetime of the dog and thereafter as reasonably required

Record Type	Retention Period
Welfare scheme records	Up to 6 years following closure of the case

Where retention periods expire, information will be securely deleted or anonymised.

Cookies

Our website uses cookies to:

- ensure the website functions correctly;
- understand how visitors use our website;
- improve user experience;
- measure website performance.

You can manage your cookie preferences through your browser settings or our website cookie banner.

Your Rights

You have the right to:

- access your personal information;
- request correction of inaccurate information;
- request deletion of information in certain circumstances;
- restrict processing;
- object to processing based on legitimate interests;
- withdraw consent at any time;
- request transfer of your data where applicable;
- lodge a complaint.

To exercise any of these rights, please contact us.

Data Protection Complaints

If you have concerns about how we use your personal information, please contact us first:

Email: office@dogaidscotland.com

We will investigate your concerns and respond as quickly as possible.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

Website: www.ico.org.uk

Telephone: 0303 123 1113

Security

We take appropriate technical and organisational measures to protect personal information against:

- unauthorised access;
- loss;
- misuse;
- alteration;
- disclosure;
- destruction.

Access to personal information is limited to those who need it for legitimate charitable purposes.

Changes To This Notice

We may update this privacy notice from time to time.

The latest version will always be available on our website and significant changes will be communicated where appropriate.