

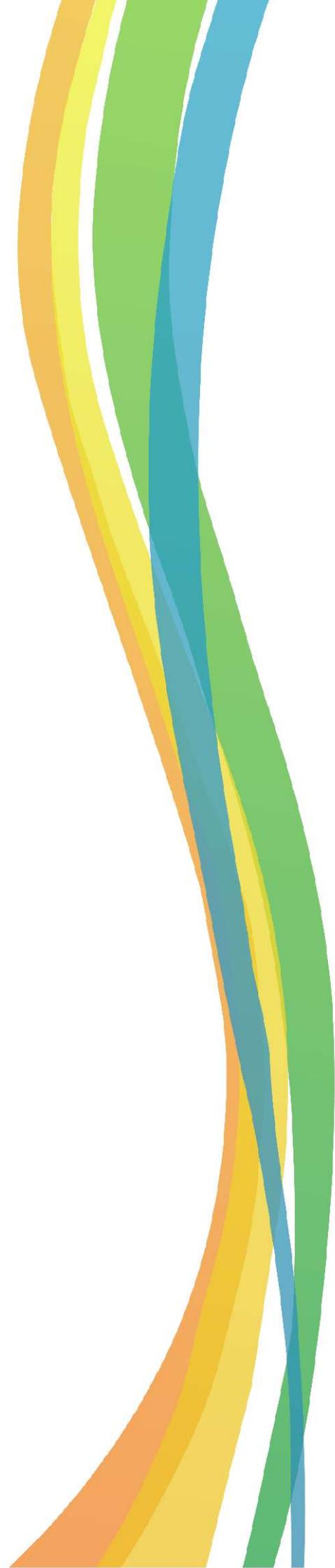


working
together
to end
homelessness

CATH Privacy Policy

Version 1.0

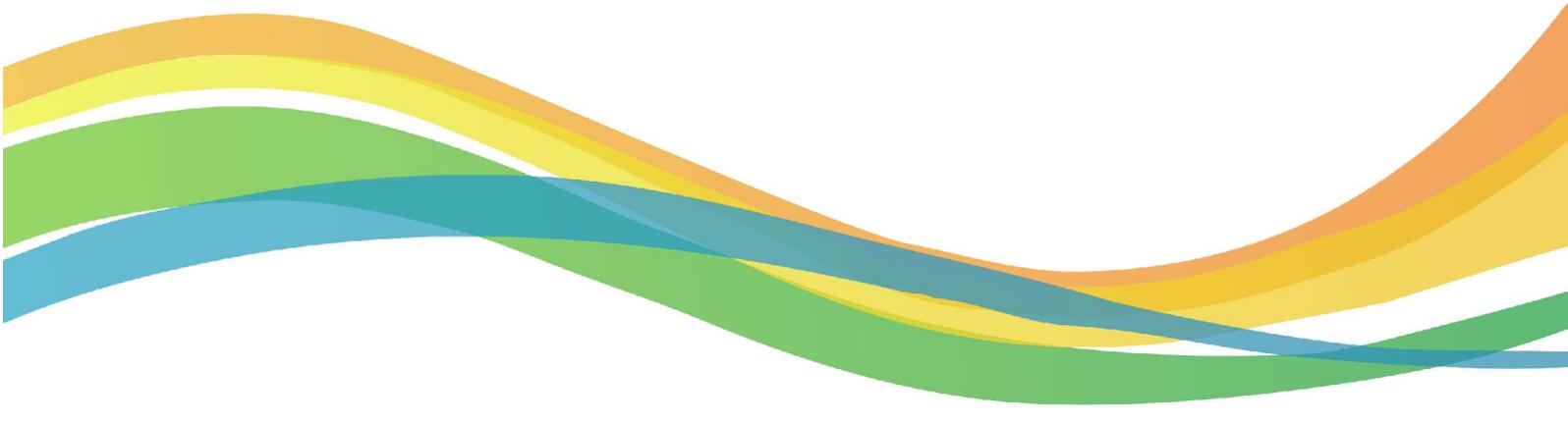
Gareth Robertson Jan 2026





Contents

Overview	1
1. Who are we?.....	1
2. What data do we collect?	1
3. Your information, your rights.....	2
4. Your right to complain	2
Your data	3
1. What personal data do we collect about you?	3
2. How and why do we collect this information?.....	4
3. What do we do with your information?	5
4. Special categories of information.....	5
5. Sharing your information	6
6. Service provision and marketing	6
7. How long do we keep your information for?.....	6
8. Keeping your information safe.....	7
Using our website	7
1. How do we use cookies?	7
2. What types of cookies do we use?.....	7
3. How to manage cookies	8
4. Privacy policies of other websites and social media channels	8





Overview

Churches Action for the Homeless (CATH) keeps its privacy policy under regular review and places any updates on our website. This privacy policy was last updated on 8 January 2026.

This document outlines the information we collect from you when you engage with CATH, whether you use our services, are from a third sector organisation, a partner or are seeking a volunteer opportunity. A separate policy describes data we hold for our employees, prospective employees and registered CATH volunteers.

In collecting this information, we are acting as a data controller and, by law we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

We are committed to always protecting your personal information with respect. Our aim is to ensure that your information is processed in a fair, open, and transparent way.

1. Who are we?

We are Churches Action for the Homeless (CATH), a company limited by guarantee SC145621 and a registered Scottish Charity SC021740. For more details about how we process personal information about you, your rights, and the measures we take to protect your details, you can contact us:

CATH Head Office, 188-190 High Street, Perth, PH1 5PA

email: enquiries@cath-org.co.uk

telephone: 01738 580188

2. What data do we collect?

We collect data from you when you engage with us for services related to support for individuals, your organisation or towards a volunteering opportunity.

We may also collect data from you if you attend a CATH training course or event, in these cases we will only use this data for the purpose of your attendance on the day, after which your data will be destroyed.



3. Your information, your rights

CATH would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request CATH for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that CATH correct any information you believe is inaccurate. You also have the right to request CATH to complete the information you believe is incomplete.

The right to erasure - You have the right to request that CATH erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that CATH restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to CATH processing your personal data, under certain conditions.

The right to data portability - You have the right to request that CATH transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. You can also ask us to:

- delete the information we hold about you
- give you a copy of this information
- stop using your information for a period if you believe we are not doing so lawfully

Requests about the information held about you should be submitted to CATH by using the contact details provided. Please note, some of these rights only apply in certain circumstances and we may not be able to fulfil every request.

4. Your right to complain

If you have a complaint about our use of your information, you should first contact CATH using the details provided in this document. If you are not satisfied by the outcome, you can contact the Information Commissioner's Office at www.ico.org.uk/concerns.



Your Data

This policy tells you about the information we collect from you when you engage with CATH for the purposes of receiving individual support, for a third sector organisation you are aligned to, becoming a volunteer or acting as a partner with us.

When you register your organisation with CATH for the purposes of support, we ask you for your consent to allow us to use your personal information. We collect data from you on the lawful basis of your explicit consent to process this data for the purposes of offering you information on third sector organisational support.

In collecting this information, we act as a data controller and by law we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data. CATH always wish to be clear with you how we collect and use your data.

1. What personal data do we collect about you?

Personal information we collect includes details such as your name, date of birth, email address, postal address, telephone number, as well as information you provide in any communications between us.

We will mainly use this information:

- To plan and coordinate the support services that we offer to you
- To determine how we are best placed to support you and what other services might be helpful
- To process any donations or other payments and verify any financial transactions
- To provide the services or goods that you have requested
- To keep a record of your relationship with us
- Where you volunteer with us, to manage this relationship and ensure that appropriate checks can be carried out

If you do not provide this information, the support we can provide will be limited. We may not be able to process donations, sign you up for events or provide goods and services you have requested.

We may also use your personal information:

- To contact you about our work and how you can support CATH in future
- To invite you to participate in surveys or research



2. How and why do we collect this information about you?

How we collect information about you is largely guided by why we are collecting it. Our primary reasons for requesting your personal information are:

- To provide you with support that is aligned with the objectives of the charity and the services we provide
- To keep you up to date with news and developments about our charity and the services we provide
- To let you know how you can support CATH through campaigns, donations, and fundraising
- If we enter a contract or legal arrangement with you, certain information may be required to fulfil this

Some of the ways we collect personal information about you are:

When you interact with us directly: This could be where you get in touch with us to ask about what services we can offer, how we can help you, how you can support us, or if we can signpost and provide advice. This might be by emailing us, calling us directly, writing to us, contacting us through our websites or social media, or any other methods which would be categorised as direct contact.

When you interact with a partner who we work closely with: This could be when you are in contact with a statutory organisation (such as Perth & Kinross Council) that refers you to ourselves.

When you interact with us through third parties: This could be if you provide a donation through a third party such as Just Giving or another organisation that we work with and provide your consent for your personal information to be shared with us.

When you visit our website: We gather general information which might include which pages you visit most often and which services, events, or information is of most interest to you. We also use cookies to help our site run effectively. You can read more about how we use cookies in this document. Wherever possible we use anonymous information which does not identify individual visitors to our website.



3. Special categories of information

GDPR recognises that certain categories of personal information are more sensitive and classifies this as special category personal data. This sensitive information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation, or religious beliefs.

If you provide us with special categories of personal information, we will only use this:

- to provide you with support that requires the collection of this information to be performed at a personal level
- information publicly when you have given us your explicit consent, such as in a newsletter or website story
- information ourselves, and will not pass on your details to anyone else without your express permission except in exceptional circumstances, for example:
 - when we felt you were at significant risk of harm or were posing a threat to others
 - where we were concerned that children or vulnerable adults might be at risk of harm, abuse or exploitation

To process special category data, we also need to identify an additional basis. As a charity we refer to Article (9)(d) of the GDPR as the condition.

4. Legal basis for using your information

When we process your personal information, we will always have identified a lawful reason for doing so. Depending on why we need to process the information, the lawful basis will vary. Some of the reasons we may use are:

Consent: In this case we will have told you what information we are collecting and why we are processing it. We will ask for you to agree to let us do this by agreeing consent.

Public Interest: We would use this basis when we are carrying out work in the public interest that is supported by a piece of legislation.

Legitimate Interest: This means that the reason that we are processing your information is because there is a legitimate interest for CATH to process your details to help us to achieve our charitable objectives. When we use this basis, we will have performed a 'balancing test' to ensure that your rights and interests are protected.

Legal Obligation: We will use this reason if we need to process personal data to comply with common law or a statutory obligation.

Contract: We would use this basis to fulfil contractual obligations.



5. Sharing your information

The information we collect will be used by CATH staff and volunteers to support you.

We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

CATH may share your information with trusted partners and suppliers who work with us on or on our behalf to deliver our services, but processing of this information is always carried out under our instruction. We enter contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information.

Legal disclosure: We may disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority) or to enforce our conditions of sale and other agreements.

6. Service provision and marketing

A variety of services within CATH may get in contact with you to let you know about their work, and how we can support you. If you would like to stop receiving these please get in touch with the relevant service or project.

We will only contact you about our work and how you can support CATH by phone, post, email or text message, if you have agreed for us to contact you in this manner.

If you would like to receive no future correspondence relating to updates or newsletters from CATH, please email enquiries@cath-org.co.uk stating your request and we will remove you from all distribution lists.

7. How long do we keep your information for?

We have created retention guidelines for all the personal information that we hold. The periods set are based on what we feel is safe and reasonable and will allow us to perform the task that we have collected the information for.

Where we still require to hold your information after a period, we will attempt to minimise and archive it as appropriate. Some types of data will need to be kept for a set period as set out by law/regulations. The protection and security of your personal information will be paramount when we set retention periods.



8. Keeping your information safe

We take looking after your information very seriously. We have robust technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction, and loss.

Our website may contain links to other sites and social media channels. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that websites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites.

Your data and our website

When you visit our website, we may collect information from you automatically through cookies or similar technology. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. For further information about cookies please visit allaboutcookies.org.

1. How do we use cookies?

CATH uses cookies to help understand how you use our website to improve your experience in a range of ways:

- To ensure content from the site is presented in the most effective manner for you to navigate and provide you with a successful journey using our website
- Allow you to participate in interactive features when you choose to do so
- To protect the integrity of servers for security of our website and other visitors

2. What types of cookies do we use?

There are several different types of cookies, however our website uses essential cookies for functionality and user experience. As you use our website, we may automatically collect technical data about your equipment, browsing actions, and usage patterns.

We collect this data by using cookies, server logs, and similar technologies. We may use cookies to record your visit to our website so that we recognise you and remember your preferences. These could include what language you prefer and location you are in. A mix of first and third-party cookies are used.



3. How to manage cookies

You can set your browser to not accept cookies, the link provided above tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

4. Privacy policies of other websites and social media channels

CATH website contains links to other websites and social media channels. Our privacy policy applies only to our website, so if you click on a link to another organisation, you should read their privacy policy.