



Volunteer Privacy Notice

Commitment to data protection

Volunteer Centre Hackney is committed to making sure that information about service users, employees, volunteers and trustees is kept private and we handle data complaint to all legal requirements. We recognise that people trust us to keep their information safe, and that is a responsibility we take very seriously. This policy sets out our legal duties and responsibilities, and says what we will do to make sure that we meet them.

We may change this Notice from time to time so please check this page occasionally to ensure you are happy with any changes. By using this website and corresponding with Volunteer Centre Hackney, you're agreeing to be bound by this notice.

Any questions regarding this Notice and our privacy practices should be sent by email to info@vchackney.org or by writing to Volunteer Centre Hackney, 5 Tyssen Street, Units 12-13 Springfield House, London E8 2LY. Alternatively, you can telephone 020 7241 4443.

Who we are

Volunteer Centre Hackney (address: 5 Tyssen Street, Units 12-13, Springfield House, London E8 2LY; telephone number 020 7241 4443; charity number 1068104; company limited by guarantee no. 03357999) exists to bring out the best in volunteering: for volunteers, for organisations, for the people being helped and for the borough of Hackney.

Our aims are to improve employment outcomes, build social cohesion, boost mental wellbeing and reduce social isolation. Our model is to work in partnership with organisations and local people, facilitating the bridging of division across communities.

Volunteer Centre Hackney is the data controller. This means we decide how your personal data is processed and for what purposes. We take your privacy seriously and will only use your personal information to administer your account and to provide the service(s) you requested from us.

We abide by our obligations under the Data Protection Act (1998) and EU General Data Protection Regulation (GDPR). Volunteer Centre Hackney is registered with the Information Commissioner's Office <https://ico.org.uk/> (Supervisory Authority).

Your personal data – What is it?

Personal data relates to a living individual who can be identified from the data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation 2016/679 (the "GDPR")¹.

How do we collect this information from you?

We obtain information about you when you use our website, email, telephone or correspond with Volunteer Centre Hackney, for example when you contact us to find out about volunteering in Hackney or come to one of our events, or register on our database to search for and apply for opportunities.

Privacy Notice (Short Version)

- We take your privacy and personal data seriously and ensure it is securely processed.
- Keep your login details confidential and change your password if necessary.
- You have rights to see your data, update, see, withdraw or delete it.
- When you 'Register your interest' in an opportunity, we will forward your details to the opportunity provider. The only information the provider will see is: name; first half of the postcode; skills, interests, activities; personal profile; availability; your email address and telephone number.
- We can contact you about volunteering.
- We will add you to our mailing list, and will email you information and news on volunteering, project updates, volunteering opportunities and events once a month.
- If you haven't engaged with our service for two years, we will delete your personal data. You have the right to withdraw that consent at any time by contacting info@vchackney.org.
- Volunteer Centre Hackney will email you information and news about volunteering opportunities and events up to six times a month but usually four. Your name and email address will be held with one of our third party data processors MailChimp. Read how MailChimp is GDPR compliant on page six.
https://kb.mailchimp.com/binaries/content/assets/mailchimpkb/us/en/pdfs/mailchimp_gdpr_sept_2017.pdf.

Privacy Notice (Long Version)

What we do with your data

We may use your information to;

- Match you to volunteering opportunities.
- Contact you about volunteering opportunities which are relevant to your skills and interests if you ask to be included on the volunteer bank.
- See your views or comments on the services we provide.
- Send you communications which you have requested and that may be of interest to you. These may include information on events, campaigns, other activities, volunteering opportunities and promotions of our partner organisations.
- Notify of you changes to our services.
- Process a job application.

¹ At the time of going to press the new Data Protection Bill, which incorporates the GDPR into national law, has started its journey through parliament. The final form of this legislation is not yet known, we have therefore referred to the GDPR as the relevant legislation.

Who has access to your information?

All the personal data we process is processed by our staff in London. We only allow access to your personal data only to those employees and partners who have a “need to know”.

Our staff adhere to our strict confidentiality agreements and data processing techniques. All your personal information is password protected and/or locked and only seen by people who have signed our confidentiality agreement.

We will not rent or sell your information to third parties. We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf

We pass your information to third-party providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf.

Also for the purposes of communicating with you via email, we store your email and name on MailChimp, who is one of our data processors. Read how MailChimp are GDPR compliant on page six.

https://kb.mailchimp.com/binaries/content/assets/mailchimpkb/us/en/pdfs/mailchimp_gdpr_sept2017.pdf.

Volunteer Centre Hackney has signed up to MailChimp’s Data Processing Agreement.

You can delete your details at any time from our mailing lists by contacting Volunteer Centre Hackney on 020 7241 4443 or email info@vchackney.org or using the ‘unsubscribe’ button at the bottom of any MailChimp email we send to you.

Special categories of data

Volunteer Centre Hackney gathers data for the purpose of monitoring equal opportunities and to provide the best possible service to you. Diversity Data, like gender and ethnicity is processed for the purposes of understanding barriers to volunteering and to improve accessibility of volunteering to groups. This information will be held for up to five years and the information is anonymised to analyse trends and set targets for involving under-represented groups and inform our Diversity and Equal Opportunities Policy. You have the right to withdraw your consent by contacting Volunteer Centre Hackney on 020 7241 4443 or email info@vchackney.org

You have the right not to give us this information if you choose. We also collect this information in order to be able to provide a better service to you and match you with suitable volunteering opportunities.

Your Rights

If you do not Provide Consent

If you do not wish to provide your consent and personal information to our service then please contact Volunteer Centre Hackney on tel no 020 7241 4443 or info@vchackney.org, to enable them to help you search for suitable opportunities.

Withdrawing your Consent

If you wish to later withdraw your consent, please email info@vchackney.org or telephone 020 7241 4443.

Subject Access Request

If you wish for a copy of the information we store about you please telephone 020 7424 9990 and ask for a Subject Access Request form.

You can also put in writing a request. Please contact:

Volunteer Centre Hackney, 5 Tyssen Street, Units 12-13, Springfield House, London E8 2LY or: email: info@vchackney.org

Volunteer Centre Hackney will then provide you with a Subject Access Request Form to complete and enable Volunteer Centre Hackney to provide the information you request within one month of the Subject Access Request. Where the data request is more complex or numerous this may take longer, however we will outline our reasons for taking longer and will notify you within one month of why it will take longer and when you can expect the request. We have the right to charge an administration fee to provide you with the Subject Access Request.

Deactivating Your Account

If you want to deactivate or disable your account please let us know by contacting 020 7241 4443 or email info@vchackney.org

Deletion of Your Account

If you want to delete your account please let us know by contacting 020 7241 4443 or email info@vchackney.org

We will also remove your details if we are unable to contact you or you do not confirm your email address.

How long we keep your Data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements.

Your personal details are anonymised on our database if you have not used your account for two years. You can withdraw your consent at any time by contacting 020 7241 4443 or email info@vchackney.org.uk

Your Password

When you register with our Service we ask you to choose a password. This allows you to login to the site. As your password controls your access to the site, you should not share it with anyone else. If you believe that your password is known by another person, you should change your password immediately. For your own security, you should also remember to log out when you finish using the service. Volunteer Centre Hackney cannot and will not be liable for any loss or damage arising from your failure to comply with this section.

Your Personal Data Rights

- 1. Right of Access**
Access to your personal data. Please see the section Subject Access Request
- 2. Right to Erasure**
Withdraw your consent from the Service. Please see the section How Long we Keep your Data
- 3. Right to Data Portability**
On request we will provide your personal data to you, in a CSV format
- 4. Right to be Informed**

How your data is processed is explained in this Privacy Notice

5. **Right to Rectification**

To have personal data rectified if it is inaccurate or incomplete

6. **Right to Restrict Processing**

To suppress further processing of your data

7. **Right to Object**

To processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling)

To object to receive marketing/emails

8. **Rights related to Automated Profiling**

Not to be subject to a decision when it is based on automated processing or it produces a legal effect or a similarly significant effect on the individual.

The service we offer

We offer user registration to make it as easy as possible for you to apply online for volunteering opportunities. When you 'Register your interest' in an opportunity, we will forward your details to the opportunity provider.

The information the opportunity provider (the organisation hosting the opportunity) will see about you is:

- Name
- First half of the postcode
- Skills, interests and activities
- Personal profile
- Availability
- Email address
- Telephone Number

We are called the **opportunity broker and we will hold all your information**, to allow you to apply for another opportunity without having to complete a new form. This information is held securely on our database system.

We would only forward your details to the organisation hosting the opportunity in order to take your application forward. Otherwise, the information will never be passed on to a third party without your permission unless we are legally obliged to do so.

We will supply you with contact details for the organisation that your application is sent to. We are not responsible for the privacy policies and practices of other organisations you deal with or websites that you visit.

You can choose to be searchable via our Volunteer Connect Volunteer Bank or you can choose to opt out of this and only be seen by organisations when you have registered an interest in their opportunity.

Why we ask for your Date of Birth

We ask for your date of birth for a number of reasons, which help us that provide volunteering opportunities:

- Not all volunteering opportunities are open to all age groups (e.g. some are specifically for young people or older people and many organisations cannot involve volunteers under the age of 16 etc) so it helps our partners place volunteers into appropriate opportunities.
- Our partner organisations need to ensure that they are involving all sections of their community and have to demonstrate this to their funders so they require date of birth to be included in the

registration process. By supplying it here, it means it is transferred directly on to the partner's database.

- It helps us monitor who is using Volunteer Connect. We have a stated aim of ensuring that we are reaching all sections of society.

Age discrimination laws do not currently apply to volunteering opportunities.

Organisations that Advertise Opportunities

Organisations that register with Volunteer Connect have to agree to the Organisation's Terms and Conditions to advertise volunteering vacancies and they do this by making the following commitment:

1. Volunteering is open to everyone

Volunteers from all backgrounds are welcomed

2. Out of pocket expenses are paid*.

* We encourage applications from small groups so if you are a group without paid staff and don't have a budget to pay expenses you can still apply.

3. Recruitment of volunteers is fair and prompt

Volunteers are contacted promptly and requirements are appropriate for each role. Responsibility for recruiting and selecting volunteers remains with your organisation, not with the Volunteer Centre.

4. Induction and training.

Training needs for each role are identified and volunteers receive the necessary induction and training to do their role.

5. Support and supervision

A named person ensures ongoing support appropriate to the role.

6. Insurance, health and safety, safeguarding and other legal requirements are met

The physical and emotional risks of volunteering are identified, minimised and covered by Health and Safety checks, risk assessments and adequate insurance. This includes as a minimum:

- Public liability insurance
- Employers liability insurance
- Safeguarding policy (if working with children or vulnerable adults)
- DBS checks (if required) are completed in line with current guidelines

Why we ask for personal information e.g. Date of birth, gender, ethnicity, disability

We ask for information about disability and ethnicity to help us and the opportunity provider with equal opportunities monitoring. This is important data for us to collect, so we can demonstrate we are reaching all sectors of the community and demonstrate our commitment to equal opportunities. When we compile this data, it is done anonymously. By choosing to submit this information you consent to the processing of this information by us and these organisations.

Information you provide is also collated and provided anonymously to help us to demonstrate our impact to funders and develop our service to further meet users' needs.

Cookies Policy

Like many other websites, the Volunteer Centre Hackney website uses cookies. “Cookies” are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. It is possible to switch off cookies by setting your browser preferences.

Complaints Procedure

Any queries regarding your account or if you wish to make a complaint about the service please contact the CEO on 020 7241 4443. Every effort will be made to resolve your issue.

If you have concerns about how your data is being handled you can contact the Information Commissioner’s Office (Supervisory Authority) contact details at <https://ico.org.uk/concerns/> or call the helpline on 0303 123 1113.