

## North West Volunteer Centre Privacy Policy

North West Volunteer Centre obtains information about you in the course of the dealings it has with you. This privacy policy explains how we use any personal information we collect.

### What information do we collect about you?

The only information we hold about you is the information you provide and our own records about services we have delivered.

### How will we use your information?

We only use your information for the purposes for which it was intended. As defined by the Information Commissioner's Office (ICO), the lawful basis for processing your information is when:

- Consent of the data subject is given;
- Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract;
- Processing is necessary for compliance with a legal obligation;
- Processing is necessary to protect the vital interests of a data subject or another person;
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject.

The following table outlines how your information will be used and if it will be shared with anyone. Information is only shared for the purposes for which it is intended and on a need to know basis.

<b>Your Relationship with North West Volunteer</b>	<b>What Information</b>	<b>Purpose of Collection</b>	<b>Lawful Basis for Processing</b>	<b>Shared With</b>
Potential or existing volunteer	Name, contact details	Registration for Volunteer Opportunities	Performance of Contract	Volunteer Involving Organisations
Youth volunteer	Name, contact details, school (if applicable)	Registration for Volunteer opportunities and projects, MV Certificates	Performance of Contract	Volunteer Involving Organisations, MV Accreditation body

Voluntary and Community Organisations	Name, organisation, contact details	Registration of opportunities, provision of services	Legitimate Interest	Potential or existing volunteers
Training Participant (non accredited)	Name, organisation, contact details	Registration for Training, Invoicing	Performance of Contract	Relevant Trainer and Finance Department
Training Participant (accredited)	Name, organisation, contact details	Registration for Training, Invoicing, delivery of award certificate	Performance of Contract	Relevant Trainer, Finance department and Qualifications Network UK (awarding body)
Access NI Umbrella Body User	Name, organisation, contact details, Access NI applicant details	Completion of Access NI checks on behalf of individuals & organisations	Legal Obligation, Performance of Contract	Access NI Signatories & Access NI
Supplier or Business Partner	Name, organisation, contact details, finance information (if applicable)	Provision of goods and services	Performance of Contract	Relevant Staff within North West Volunteer Centre and Directors
Associated Trainers	Name, organisation, contact details, finance information (if applicable)	Provision of goods and services, communication	Performance of Contract	Relevant Staff within North West Volunteer Centre & Qualifications Network UK if accredited training
Users of our social media	Name, facebook or twitter addresses are held on platform	Analysis of usage	Performance of Contract	Details not shared
Visitors to website	IP address	Analysis of usage	Performance of Contract	Details not shared
Employee	Contact details, HR record, finance info	Fulfilment of role, payment of salary	Performance of contract	HR/Finance, payroll/pension provider
Board of Directors	Name, contact details	Communication regarding meetings, governance matters	Legal obligation	Charity Commission

*If you are not included in any of the above categories and would like to know more about what we do with your data, please contact the Data Protection Officer who will advise (contact details below).*

### **How do we store your information?**

We store all your information securely, we restrict access to only those who need it and we train our staff in handling information securely. Your information will only be retained for as long as necessary. Your information will normally be deleted or destroyed within 3 years after the end of your relationship with us, or 7 years in the case of financial records.

### **Marketing**

We will not pass your information on to a third party for marketing purposes. Whenever we collect information which may be used for marketing, we will inform you and you will have the opportunity to opt in or out. At any time, you have the right to stop us from contacting you for marketing purposes; you can do this by email or post (see contact details below).

### **Access to your information**

You have the right to request a copy of the information that we hold about you. To request this information you can email [jacqui@volunteeringnorthwest.co.uk](mailto:jacqui@volunteeringnorthwest.co.uk) or write to the Data Protection Officer at the address below.

We will require proof of your identity before the information can be given. There is no charge for this service. We aim to reply as promptly as possible within one month of the request. Some more complicated requests may take longer; you will be advised if this is the case. Requests which are unfounded, excessive or unreasonable may be refused and you will be advised if this is the case.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

### **How to complain about our handling of your information**

If you are not happy with the way we have handled your information, you have the right to complain to the Information Commissioner's Office (ICO). Information about how to make a complaint can be found at [www.ico.org.uk](http://www.ico.org.uk).

### **Cookies**

North West Volunteer Centre uses cookies to improve your experience when using our website. By continuing to browse this site, we presume that you agree to their use.

## **Other websites**

Our website may contain links to other websites of interest. This privacy policy only applies to this website, so when you click on a link to another website, you should be aware of their own privacy policies.

## **Changes to our policy**

We keep our privacy policy under regular review and any changes to the policy will be updated on this web page. The privacy policy was last updated October 2018.

## **Contact us**

If you have any questions about our privacy policy or the information we hold about you, please contact us by:

Email: [jacqui@volunteeringnorthwest.co.uk](mailto:jacqui@volunteeringnorthwest.co.uk)

Telephone: 028 71 271017

Post: Centre Manager

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