

Groundwork East's privacy notice

Introduction

This Privacy Notice was last updated on 08/10/2020.

Groundwork East respects your privacy and is committed to protecting it through our compliance with this privacy notice. We have notified our processing of personal data to, and are registered with, the Information Commissioner's Office (ICO).

In this privacy notice references to "Groundwork", "Groundwork East", "us", "we", "our" are to Groundwork East.

We may update this privacy notice from time to time so you should check the Groundwork East website or ask a member of staff to see the most up to date policy.

Please take some time to read this privacy notice before you sign up as a volunteer or sign up to participate in one of our projects. It is a legally binding agreement and contains important information on your legal rights and obligations. It will also explain your rights towards your personal information and how we look after it while we have it.

What information do we collect?

In order to provide you with information about our services, we may collect personal information about you from our website, telephone conversations, emails, application forms and written communications.

The information we collect will be used for health and safety purposes, it may be used for reporting purposes and will vary based on what service we provide you. This may include information:

- by which you may be personally identified, such as name, postal address, e-mail address, telephone number ("personal information")
- medical information
- emergency contact information
- reference information (if applicable)
- previous employment history (if applicable)
- criminal record information (if applicable)
- national insurance number
- benefit status

We only collect information about you that we need and we try to minimise what we do collect.

We strive to provide you with choices regarding the personal information you provide to us.

How do we collect information about you?

We collect information:

- when you contact us for any reason
- when you complete an online volunteering sign up form
- when you complete a project sign up form
- if you provide feedback information after a project has finished

How do we use your information?

We use your information in various ways, such as to:

- provide you with information or services that you request from us
- send you marketing material, funding news or event invitations (you can opt out from this on the website)

- contact you about volunteering opportunities (if you signed up for this specifically)
- keeping our records accurate and up to date
- create statistical information, market research, analysis, customer profiling to improve our services
- comply with any legal obligations we may have
- meet any other purpose for which you provided your information
- register you with local education providers (if applicable)
- provide funders with project participant information (if applicable)
- undertake risk assessments (if applicable)
- facilitate the appropriate medical care or treatment in a medical emergency
- contact your nominated person in the event of an emergency
- determine your suitability for the role you applied for (if applicable)

Who do we share this information with?

We only share your information when necessary to facilitate or improve the service we give you, or future services we offer. We may share your information with funders and partners to enable us to deliver the project and to strengthen marketing material and funding bids.

Legal grounds for processing your information

We will rely on the following legal bases under European Data Protection Legislation for processing your personal data:

- We have a legitimate interest in doing so. These legitimate interests will include our interests in carrying out our work and providing our services.
- Consent – in the case of marketing.

Information disclosure

When disclosing your information, we will ensure you remain anonymous where possible, unless it is necessary to share your personal information (name, medical information) to, for example:

- obtain a qualification or certificate for you (if you have been a participant)
- in a medical emergency (if you have been a volunteer)
- a reference request (if you have been a volunteer)
- to strengthen marketing and funding bids (you can opt out of this and/or choose to remain anonymous)

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorised access, use, alteration and disclosure. All information you provide to us is stored on our secure servers and CRM system behind firewalls.

Your rights

The Data Protection Act 1998 and General Data Protection Regulation 2018 give you rights in respect of your personal information. We take all reasonable efforts to ensure we allow you to exercise those rights.

Your information rights

- European Data Protection Legislation gives you the right to access information held about you. You are entitled to be told by us whether we or someone else on our behalf is processing your personal information; what personal information we hold; details of the purposes for the processing of your personal information; and details of any third party with whom your personal information has been shared.

- You can access the personal information we hold on you by writing to us at: Groundwork East, Mill Green, Hatfield, Hertfordshire AL9 5PE. Requests for access will be responded to within one month of receiving the request.
- We will ask you to provide proof of identity before we show you your personal information – this is so we can prevent unauthorised access.
- You have the additional rights to request rectification and erasure of your personal data and to request restriction of, and to otherwise object to, our processing of your personal data and you can exercise these rights at any time by contacting us at: Groundwork East, Mill Green, Hatfield, Hertfordshire AL9 5PE.
- You are entitled to receive the personal data that you have provided to us, you can exercise this right by contacting us at: Groundwork East, Mill Green, Hatfield, Hertfordshire AL9 5PE.

Your right to stop us direct marketing to you

We are keen to improve our services and promote our work and we may send you information about our work, funding grants or event invitations, that we think may be of interest to you. You can amend your preferences by clicking the link at the bottom of emails sent to you.

Your right to make a complaint

You have a right to make a complaint to the Information Commissioner's Office (ICO):
<https://ico.org.uk>

Changes to our Privacy Policy

We may amend this notice in order to encompass any changes in the law, our experience of handling your personal information, guidance from the ICO or for other legitimate reasons. We encourage you to check this privacy notice from time to time to ensure you are aware of the latest version. The date the privacy notice was last revised is identified at the top of the page.

Contact Information

To ask questions or comment about this privacy notice and our privacy practices, contact us.

You can write to us at:

Groundwork East
Mill Green
Hatfield
Hertfordshire
AL9 5PE