

Groundwork East's Privacy Notice – Volunteers and Participants

Introduction

This Privacy Notice was last updated on 03/05/2025

Groundwork East respects your privacy and is committed to protecting it through our compliance with this privacy notice.

We 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.

Please take some time to read this privacy notice before you sign up as a volunteer or sign up to participate in any of our projects.

What information do we collect?

In order to provide you with information about our services, we may collect the following personal information.

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 for a legitimate business interest.

How do we collect information about you?

We may 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
- from telephone conversations with you
- from emails
- from other communications

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 also share your information with funders and partners to enable us to deliver the project and to strengthen marketing material and funding bids.

Why and on which basis do we use your Personal Data

We will rely on the appropriate legal bases under the UK GDPR or Data Protection Act for processing your personal data:

- To comply with our legal or regulatory obligations
- We have a legitimate interest in doing so. These legitimate interests will include our interests in carrying out our work and providing our services.
- To respect your choice if we requested your consent for a specific processing – in the case of direct marketing
- Vital interest

Information disclosure

When disclosing your information to another party, 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).

How long do we hold your data for?

We will retain your Personal Data over the period required to comply with applicable laws and regulations or another period with regard to our operational requirements.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorised access, use, alteration and disclosure.. This includes but is not limited to appropriate security measures like two factor authentication, encryption and firewalls and all data is stored in compliance with GDPR regulations. To protect your information from being accessed by unauthorised internal parties your personal information is stored in restricted access folders on our secure server.

Your rights and how you can exercise them

In accordance with the UK DP Regulations, you have the following rights:

- To access: you can obtain information relating to the processing of your personal data, and a copy of such personal data.
- To inform: you have the right to be informed about the collection and use of your personal data

- To rectify: where you consider that your personal data are inaccurate or incomplete, you can require that such personal data be modified accordingly.
- To erase: you can require the deletion of your personal data, to the extent permitted by law.
- To restrict: you can request the restriction of the processing of your personal data.
- To object: you can object to the processing of your personal data, on grounds relating to your particular situation. You have the absolute right to object to the processing of your personal data for direct marketing purposes, which includes profiling related to such direct marketing.
- To withdraw your consent: where you have given your consent for the processing of your personal data, you have the right to withdraw your consent at any time.
- To data portability: where legally applicable, you have the right to have the personal data you have provided to us be returned to you or, where technically feasible, transferred to a third party.

If you wish to exercise the rights listed above, please send a letter to the following address:

FAO Chief Executive, Groundwork East, Mill Green, Hatfield, Hertfordshire AL9 5PE.

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 notice

We will 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 version.

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