

Gingerbread Volunteer Privacy Policy

| Version | Date | Initials | Reason for change |
|---------|------------|----------|-------------------|
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Gingerbread Volunteer Privacy Policy

At Gingerbread we rely on your dedication and passion. You as our volunteers are integral to us achieving our mission. We in return are committed to protecting your privacy. Whenever you share personal data with us, we aim to be clear about why we are collecting that data, transparent about what we will do with it and only use the information in a way that you would reasonably expect us to.

This Volunteer Privacy Policy describes how we collect and use personal information about you during and after your volunteering relationship with us, in accordance with the General Data Protection Regulation, the UK Data Protection Act 2018 and other Data Protection Law.

This policy is informed and supported by our [Privacy Policy](#) (available on our website) and our [Data Protection Policy](#).

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Data protection principles

We comply with Data Protection Law. This says that the personal information we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected for specified, explicit and legitimate purposes and not processed in a manner that is incompatible with those purposes.
- Adequate, relevant and limited to the purposes we have told you about.
- Accurate and kept up-to-date.
- Kept only for as long as necessary for the purposes we have told you about.
- Processed in a manner that ensures appropriate security of the personal information.

Why do we collect data?

Gingerbread collects and uses personal data to help us manage our relationships with those we work with, our volunteers, and other supporters, and also to better understand how we can offer the best service to our single parent families.

What type of information do we collect and where from?

Personal information means any information about an individual from which that individual can be identified. We will collect, store, and use the following categories of personal information about you:

| Category | Data collected | What we use it for |
|----------------|---|---|
| All volunteers | Personal contact details such as title, name, addresses, telephone number and email address | To contact you about your volunteering and involvement with Gingerbread To keep a record of your relationship and contact with us To contact you in line with your marketing preferences. |
| All volunteers | Recruitment information (references and other | Making a decision about your suitability to become a volunteer |

Gingerbread, the charity for single parent families, is registered in England and Wales as a company limited by guarantee, no. 402748, and a registered charity, no. 230750

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| | information collected as part of the application process) | |
| All volunteers | Information about any criminal convictions and offences as part of the recruitment process | Making a decision about your recruitment as a volunteer for the role you have applied for. |
| All volunteers | Date of birth | To ask for consent if the volunteer is under 18 and to put in any steps regarding our duty of care |
| All volunteers | Emergency contact information. | To contact someone in case of emergency. |
| All volunteers | Demographic information including your race and ethnicity, as an optional question only | To monitor our equality, diversity and inclusion processes and to identify trends. |
| All volunteers | Information about any disabilities | To enable any reasonable adjustments to be made |
| Trustees | Title, name, address, telephone number, email address, date of birth | Registers of Directors and Members. To contact the trustee in relation to their role at Gingerbread |
| Some volunteers | Photos and case studies. | If you consent, we may use your image and a short personal story to promote our work in different publications e.g. volunteer newsletters, with local press or on social media posts. |
| All members | IP addresses, cookies and other online identifiers (if you have not set your online preferences to prevent us from doing so). | For targeted online advertising and to track our website usage. |
| All supporters | Feedback information including data on why people choose to support us (all optional) | Understand the reach and benefits of our work and improve our services |
| Some volunteers | Publicly available information such as Companies House or newspaper articles | Make a decision about your recruitment and ongoing role as a volunteer, to make reasonable adjustments as necessary |

How is your personal information collected?

We collect personal information about our volunteers through the application and recruitment process, directly from candidates. We may sometimes collect additional information from third parties for example from your referees.

We may collect additional personal information in the course of volunteering activities throughout the period of you volunteering for us, depending on how you engage with Gingerbread. For example, those who visit our website may have online

identifiers recorded, and volunteers may choose to have their photo taken and used in a marketing campaign.

Please ensure that any personal information you supply to us which relates to third party individuals is provided to us with their knowledge of our proposed use of their personal information.

Information about criminal convictions

We will only collect information about criminal convictions where it is appropriate given the nature of a volunteering role and we are legally permitted to do so. This information may be collected as part of the volunteer recruitment process and may also be provided to us directly by you in the course of you volunteering for us. We will use information about criminal convictions and offences in the following ways:

- To determine, without discrimination, your suitability for the role;
- To continue to ensure you are suitable for the role

Processing of information about criminal convictions will be in line with an appropriate policy and safeguards which we are required by law to maintain when processing such information.

If you fail to provide personal information

If you fail to provide certain information when requested, we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our volunteers) and we may not be able to process your application to volunteer with us or offer you certain volunteering opportunities.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is aligned with the original purpose.

Data sharing

We may disclose your information in the following circumstances:

- To Gingerbread suppliers or service providers where it is necessary to do so to facilitate your volunteering. For example, we may disclose your email address to an external supplier responsible for sending out the national Gingerbread member's newsletter.
- Where we are legally obliged to we will share the information of volunteers. We provide the Charity Commission and Companies House with basic contact details of our Trustees.

If we share your data, we require third parties to respect the security of your data, use it only for lawful purposes and handle it in accordance with Data Protection Law.

We do not sell or rent your information to third parties for marketing purposes.

How do we keep your data safe?

We have rigorous technical and operational procedures and security measures in place to protect the security of your information.

We limit access to your personal information to those volunteers, staff and other third parties who have a business need to know.

Further detail can be found in our Data Protection Policy.

Data retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for. Personal information that we no longer need will be securely destroyed.

Your rights

You have the following legal rights in relation to our collection and processing of your personal information:

- Right to be informed – you have the right to be informed how your personal information will be used.
- Right of erasure – at your request we will delete your personal information from our records as far as we don't have a valid reason for holding on to it (e.g. to comply with a legal obligation or it is still necessary for the purpose you provided it to us for e.g. registering you for an event).
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected. Please keep us informed if your personal information changes during your volunteering relationship with us.
- Right to restrict processing – you have the right to ask us to restrict the processing of your personal information if there is disagreement about its accuracy or whether our use is legitimate or not.
- Right to object – you have the right to object to processing where we are: (i) processing your personal information but we have no compelling reason we can demonstrate to continue with that processing; (ii) using your personal information for direct marketing, or (iii) using your personal information for statistical purposes.

If you have any concerns or want to exercise any of these rights, please contact us on 020 7428 5420 or info@gingerbread.org.uk

- Right of access – you can write to us to ask for confirmation of what information we hold on you and to request a copy of that information.

We may charge a fee of £10 to cover the costs involved. If you wish to access your information, please send a description of the information you want to see and proof of your identity by post to Data Controller, Gingerbread, 54-74 Holmes Road London, NW5 3AQ. We do not accept these requests by email. This is so we can

make sure that we only provide personal data to the right person. You can however email us at info@gingerbread.org.uk if you have any questions.

For more information and guidance about your rights or if you are not happy with our response to a request, you can contact the Information Commissioner's Office (ICO). For more details, see <https://ico.org.uk/>

Changes to the Policy

We will review this policy regularly and may update it from time to time. If we make any significant changes in the way we treat your personal information we will share this policy with all our volunteers.

If you have any queries about this Privacy policy, please contact our Data Controller Victoria Benson (Chief Executive) on info@gingerbread.org.uk.

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| Policy Date: | March 2021 |
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| Next review: | March 2022 |