



Privacy Notice - Volunteers

At Circles South East, we are committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may review and update this policy from time to time and we will update you when any amendments are made. If you have any questions regarding this policy and our privacy practices you can contact the Senior Management Team by email at info@circlessoutheast.org.uk.

Who are we?

Circles South East is a charity that works with those whose lives have been affected by sexual harm. Our objectives are to reduce re-offending and lessen the impact of sexual harm experienced by survivors of abuse and the wider community. Circles South East is a registered charity (no. 1123361) and company limited by guarantee (no. 6490001). The registered address is Baptist House, 129 Broadway, Didcot, Oxon, OX11 8XD.

How do we collect information about you?

The personal information we obtain about you is collected during the application process. It includes information provided by you, for example, on your application form and DBS paperwork. We also collect information from your named referees.

What type of information is collected about you?

The personal information we collect may include your name, address, telephone number, email address, date of birth, employment history, education, next of kin, motivation for volunteering, previous names and addresses, passport and driving licence details, National Insurance number, general information regarding your suitability for the role, performance at training, bank account details, and photographic images taken during training events.

Although we do not routinely collect information about volunteers which falls under the heading 'special category data', we do need to ensure that all of our volunteers complete a Disclosure and Barring Service (DBS) check in order to assess their suitability to work with our vulnerable clients. As part of this process, we are required to record your ethnic origin. Ethnic

origin as classed as special category data and will not be used by Circles South East for any purpose other than processing your DBS. Upon completion of the DBS a certificate will be produced which contains details of any unspent criminal convictions. This information falls under the category of 'criminal offence data'.

How is your information used?

We may use your personal information to

- Process your application to volunteer;
- Complete the DBS process;
- Obtain references from third parties;
- Provide references for you;
- Process your expense claims;
- Register you for the NOCN qualification and assess the work you submit
- Seek your views or comments on the services we provide;
- Process a donation that you have made;
- Send you communications that you have requested, including newsletters and details of training events;
- Post images to our social media sites (with your consent)
- Conduct research and evaluation;
- Collate anonymised statistical information for funders and Circles UK

Legitimate interests

Circles South East uses 'legitimate interests' as a lawful basis for processing your personal data. Circles South East has a legitimate interest in recruiting appropriate volunteers; delivering a quality service; safeguarding our service users and maintaining a positive, professional reputation.

When processing criminal records (for example, in order to perform DBS check), Circles South East relies on the lawful basis of legitimate interest, and Condition 10 from Schedule 1, DPA 2018, ("preventing or detecting unlawful acts")

Who has access to your information?

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

Circles South East processes the personal data we collect about you for our own internal use, such as assessing your suitability to become a volunteer; providing you with the training and support necessary for you to undertake your role, and the payment of your expenses.

We may also be required to share statistical information about our volunteers with third parties, including our funders and supporters, and with the Circles national umbrella body

‘Circles UK’. Information that is shared with these third parties is completely anonymised and could not be used to identify any of our volunteers as individuals.

Marketing and communication

Circles South East may contact you with marketing material such as newsletters that are designed to keep you up-to-date with the work of the charity.

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the work of the charity then you can select your choices by ticking the relevant boxes located on the form on which we collect your information during the recruitment process.

We will not contact you for marketing purposes by email or post unless you have given your prior consent. You can change your marketing preferences at any time by contacting us via email at info@circlessoutheast.org.uk.

Research and Evaluation

There may, on occasion, be the opportunity to become involved in research and evaluation relating to the work of Circles South East. You are under no obligation to become involved in any research and this will not impact upon the service you receive from us. We will only involve you in a research project once you have consented to take part. If you change your mind at any point, you are able to withdraw your consent to participate and the information that has been collected in relation to you will be destroyed.

Your rights

You have the following rights in relation to the personal data we hold on you:

- a) the right to be informed about the data we hold on you and what we do with it
- b) the right of access to the data we hold on you which means you have the right to ask for a copy of the information Circles South East holds about you
- c) the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as ‘rectification’. If any of your contact details change, or if you believe that any of the information we hold about you is inaccurate or out of date then please contact your Co-ordinator to update your information or highlight any inaccuracies.
- d) the right to have data deleted in certain circumstances. This is also known as ‘erasure’ or “the right to be forgotten”
- e) the right to restrict the processing of the data
- f) the right to transfer the data we hold on you to another party. This is also known as ‘portability’
- g) the right to object to the inclusion of any information
- h) the right to regulate any automated decision-making and profiling of personal data - Circles South East does not undertake profiling on any of our data subjects.

- i) where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data
- j) where we have identified legitimate interest for the processing of your personal data, you have the right to object

You can exercise your rights as data subject by contacting us at info@circlessoutheast.org.uk.

Security precautions in place to protect the loss, misuse or alteration of your personal information

When we are provided with personal information about you we take steps to ensure that it is treated securely. All information we collect about you is stored securely in our head office in locked cabinets, the keys for which are also stored securely in a locked cabinet. Electronic data is stored securely on SharePoint and is accessed via password-protected computers that are used only by Circles South East staff.

Retention Periods

Circles South East will retain the personal data of all volunteers for a period of six years post-volunteering. After this time, personal data will be securely destroyed.

Information relating to individuals who apply to become a Circles South East volunteer who do not, for whatever reason, complete the application and training process will have their personal data retained for a period of twelve months.

Use of 'cookies'

Like many other websites, Circles South East's 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. Cookies are designed to provide a better user experience, although it is possible to switch off cookies by setting your browser preferences if you prefer. Disabling cookies may result in some loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy notice applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be held responsible for the privacy policies and practices of other websites even if you access them using links from our website.

In addition, if you linked to our website from a third party site we cannot be held responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party website.

Transferring your information outside of the European Union

Circles South East does not transfer any personal information outside of the European Union. This includes any personal data that is stored on SharePoint.

Whistleblowing and Complaints Procedures

As a Circles South East volunteer you have the right to complain about the treatment you receive from the Charity, or to alert the Charity if you have observed or witnessed poor practice by staff or other volunteers.

If you wish to make a complaint please email info@circlessoutheast.org.uk and request a copy of our complaints procedure.

If you need to whistleblow there are a number of options available to you:

For free independent advice on whether what you have witnessed is malpractice and your rights as a whistleblower can be obtained from an organisation called **Protect** who can be contacted on **0203 117 2520**. Please note this is only for advice – Protect cannot take the issue forward for you but if you wish to continue there are the following options:

You can contact the Circles South East Whistleblowing email address at Whistelblow@circlessoutheast.org.uk which is accessed by Dom Williams, Senior Manager and Daisy Collinge, Whistleblowing Officer

You can also contact Daisy Collinge direct on daisy.collinge@circlessoutheast.org.uk or on **07387 140718**

If the issue is serious, and anonymity desired, the Charity Commission can be contacted direct via their website – charitycommission.gov.uk and click on the tab “Reporting a Serious Incident at your Charity”

Please refer to the full Whistleblowing Policy for more information.

Policy notice review

This policy is kept under regular review. This policy was last updated in January 2023.