

Privacy Policy

Care to Volunteer CIC

Company Number: 16528361

Registered Office: STC House, 7 Elmfield Road, Bromley, Kent, United Kingdom,
BR1 1LT

Email: admin@caretovolunteer.co.uk

Effective date: 1st August 2025

Next review date: 1st August 2026

1. Introduction

Care to Volunteer CIC (“we”, “our”, “us”) is committed to protecting your personal information and your right to privacy.

We provide a platform and services that connect volunteers, community members, and partner organisations to support people in need. This privacy policy explains how we collect, use, store, and protect your personal information in line with:

- The UK General Data Protection Regulation (UK GDPR)
- The Data Protection Act 2018
- Other applicable UK privacy laws

By using our website, app, or services, you agree to the practices described in this policy.

2. The information we collect

We may collect and process the following types of personal data:

a) Volunteers

- Name and contact details (email, phone, address)
- Date of birth
- Skills, experience, and availability
- Safeguarding and ID verification details (including DBS check where applicable)
- Emergency contact details
- Communication preferences

b) Community Members / Service Users

- Name and contact details
- Details about the type of support requested
- Relevant health, access, or support needs (only if necessary to provide the service)

c) Partner Organisations

- Organisation name, contact person, contact details
- Service descriptions and locations
- Safeguarding and compliance documents (if applicable)

d) Website and App Visitors

- IP address, browser type, device information
 - Pages visited and time spent (via analytics tools)
 - Cookies (see Section 8)
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3. How we collect your information

We collect data in the following ways:

- Directly from you when you register as a volunteer, request support, or sign up for updates
 - When you interact with our website, app, email newsletters, or social media
 - From partner organisations (with your consent or where legally allowed)
 - From publicly available sources where relevant to our community work
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4. How we use your information

We use your information to:

- Match volunteers with suitable opportunities
- Connect people in need with support
- Communicate with you about your role, requests, or opportunities
- Provide updates, newsletters, and event invitations
- Maintain safety and safeguarding standards
- Manage our operations and improve services
- Meet legal, regulatory, and funding requirements

We will only use your personal data when we have a lawful basis, such as:

- **Legitimate interests** (e.g., operating our volunteer platform)
 - **Consent** (e.g., sending you newsletters)
 - **Legal obligation** (e.g., safeguarding duties)
 - **Contract** (e.g., providing agreed services)
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5. Sharing your information

We will never sell your personal information.

We may share your information with:

- Partner organisations when you have expressed interest in their opportunity or service
- Service providers who support our operations (e.g., IT hosting, mailing services)
- Authorities or regulators when required by law (e.g., safeguarding concerns)

All partners and suppliers must comply with UK data protection laws and only process your data under our instructions.

6. How long we keep your information

We keep your personal data only for as long as necessary to fulfil the purposes we collected it for, including legal and safeguarding requirements.

Typical retention periods:

- Volunteer and service user records – up to 7 years after last contact
 - Email newsletter lists – until you unsubscribe
 - Safeguarding records – as required by law (may exceed 7 years)
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7. Your data protection rights

Under UK GDPR, you have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Request erasure of your data (in certain circumstances)
- Restrict or object to processing
- Request transfer of your data to another organisation
- Withdraw consent (where consent is the legal basis)

You can exercise these rights by contacting us at **admin@caretovolunteer.co.uk**. We will respond within one calendar month.

You can also contact the Information Commissioner's Office (ICO) if you have concerns:

- **Website:** www.ico.org.uk
 - **Phone:** 0303 123 1113
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8. Cookies and website tracking

We use cookies to:

- Make our website work efficiently
- Improve user experience (e.g., remembering preferences)
- Analyse site usage (via tools like Google Analytics)

You can control cookies through your browser settings. For full details, see our **Cookie Policy**.

9. Security of your information

We use secure systems and encryption where appropriate to protect your data. Access to personal data is limited to authorised staff and volunteers who have received data protection training.

10. Changes to this policy

We review this privacy policy annually and update it when necessary. The latest version will always be available on our website.

Contact for privacy matters:

Data Protection Officer

Care to Volunteer CIC

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