

# Matching Volunteers and clients Privacy Notice

## 1 Introduction

Bishop Creighton House(BCH) is committed to respecting and protecting your privacy. We believe in making things easy for people we interact with. We know there's nothing more off-putting than the sight of a lot of small print, so we've made our Privacy Policy clear, simple and easy to read.

This Privacy Notice describes how we process data when matching volunteers with clients to provide services eg to find most appropriate volunteer for befriending or mentoring relationships.

Our privacy notice is structured by providing you with information about how we manage data relevant to all our interactions with you - for example your data protection rights, who to contact, who we share your data with. We then have answers to the common questions that people ask about how we protect data for this interaction.

## 2 What's changed?

There have been no material changes to the policy since it was last updated. We have changed the way it is presented.

## 3 Our promise to you

BCH is committed to protecting your privacy. We will always keep your personal information safe and will never sell it to third parties. We will be clear and open with you about why we collect your personal information and how we use it.

## 4 Who is in control of your information?

We never lose sight of the fact that it is your personal information and you own it and can choose who has access to it and how it is processed.

BCH are registered as the 'Data Controllers' with the Information Commissioner's Office (ICO).

Details are published on a register on the ICO website where you can also find lots of useful information about Data Protection, what it means to you as an individual and how it applies to companies like BCH.

The law within the European Economic Area gives those whose personal data is held by BCH specific rights to control the personal data held about them. These include the right to:

- right of access - to obtain from BCH, confirmation that personal data is held, as well as a written description of such personal data, the purpose(s) for which it is being used, the source(s) of the personal data and details of any recipients
- request corrections of personal data which is inaccurate
- request deletion of data where there is no need for BCH to keep it
- request BCH stops processing associated your personal data
- request we provide you the personal data you have provided us in an electronic format e.g CSV file
- object to any unsolicited information sent by BCH regarding promotions or new products and services
- ask for human intervention in automated decision making, note, however BCH has no automated decision making processes .
- right of withdraw consent to processing personal data at any time

If any individual wishes to contact BCH regarding the personal data held about them or has any other question about BCH data privacy procedures, they should direct an email to Rory Gillert - [RGillert@creightonhouse.org](mailto:RGillert@creightonhouse.org) send a letter to Rory Gillert at 378 Lillie Road, London SW6 7PH.

If any individual wishes to complain about how BCH is handling data or responding to requests they should contact the Information Commissioners Office - <https://ico.org.uk/concerns/handling/>

## 5 What we do with your data?

### 5.1 How does BCH obtain personal data?

Data is collected from individuals when they signed up to be a client or volunteer.

### 5.2 What types of personal data does BCH collect and use?

The information that is used includes information that was provided at time of enrolment:

- Basic contact information •examples name, address, phone numbers, email address
- interests and social circumstances
- health data which may be relevant to the activities you will completed together

### **5.3 How does BCH use the personal data it holds?**

Information is used to generate the best possible match of clients and volunteers to ensure that you enjoy working with each other.

### **5.4 What processing of personal data is done?**

Check which volunteers are available for assignments.

Agree with both Volunteer, and where appropriate client, they are willing to participate and happy with matched client/volunteer.

Introduce volunteer and client and agree how they are going to work together.

The basis that we do the processing is contract as we have an agreement to deliver services.

### **5.5 Who does BCH share personal data with?**

BCH staff will have conversations with both the client and volunteer. During discussion the individuals will be given some information about the other individual that it is proposed they should be matched with. Information will geerally be anonymous until both parties have agreed to the matching.

### **5.6 How long does BCH keep the personal data it holds?**

Information about our clients and volunteers is kept for seven years after they stop having a relationship with us.

### **5.8 How does BCH protect the personal data it holds?**

All our volunteers have signed an agreement with us to keep the data safe, and they will manage the data in the way that we tell them to.

## **6 Children's data**

Where BCH provide links to websites of other organisations or refer to other services this privacy notice does not cover how those organisations processes personal information.

We would encourage you to read the privacy notices for the other organisations and websites you visit.

## **7 Links and other services**

BCH regards the confidentiality and security of personal data we hold very seriously. BCH has implemented appropriate internal security procedures that restrict access to and disclosure of personal data within BCH. These procedures will be reviewed from time to time to determine whether they are being complied with and are effective. Where data is shared by third parties they are bound by contract to do the same.

BCH has implemented security measures e.g. it has achieved the Cyber Essentials Certification.

## **8 How is data protected?**

### **9 Policy updates**

As part of BCH's commitment to compliance with data privacy requirements, and to reflect changes in BCH's operating procedures, BCH may update the terms of this policy from time to time.

### **10 Contact details**

If any individual wishes to contact BCH regarding the personal data held about them or has any other question about BCH' data privacy procedures, they should direct an email to Rory Gillert - [RGillert@creightonhouse.org](mailto:RGillert@creightonhouse.org) send a letter to Rory Gillert at 378 Lillie Road, London SW6 7PH.

## **Last Updated**

Jul-18