



# WEALDEN VOLUNTEERING

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Charity number: 1206210

## Website Use Policy and Privacy Notice

**Date: JULY 2024**

**Review By: JUNE 2026**

**Chair signature:**

A handwritten signature in black ink, appearing to be 'S. J. ...', written over a faint horizontal line.

## **Website Use Policy and Privacy Notice**

This policy and notice sets out how you may use our website and how Wealden Volunteering uses and protects any information that you give us.

Wealden Volunteering takes privacy and control of data within the organisation seriously. We comply with the Data Protection Act 2018, UK GDPR, and related legislation. We are exempt from registration with the Information Commissioners Office.

Collection of personal information through our website (as well as any other means) is governed by our Data Protection Policy, which is available at <https://wealdenvolunteering.org.uk/about-us/policies-and-agms/> . Our Data Protection policy is built on the six principles of the General Data Protection Regulation. When managing data we ensure:

- Lawfulness, fairness and transparency. (Transparency: Ie tell the subject what data processing will be done.)
- Purpose limitations. (Ie specific and legitimate purposes only)
- Data minimisation. (Ie adequate, purposeful and limited)
- Accuracy. (Ie must be kept up to date)
- Storage limitations. (Ie only current data)
- Integrity and confidentiality.

### **Visiting our website**

By visiting wealdenvolunteering.org.uk you agree that you will not reproduce, copy, emulate or create derivative works from the content of the website.

When using our website you must not introduce any files containing malicious code including, but not limited to, viruses, Trojan Horses, spyware or malware. You must not attempt to gain unauthorised access to our website or attack our website, servers, computers or databases in any way. You acknowledge that any such unauthorised use or manipulation of our website would constitute a criminal offence under the Computer Misuse Act 1990.

You further agree that you will not act in a manner which may be perceived as damaging to the reputation of Wealden Volunteering.

The information displayed on our website is provided without any guarantees, conditions or warranties as to its accuracy.

### **Your privacy**

Wealden Volunteering is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website then you can be assured that it will only be used in accordance with this privacy notice.

### **What information do we collect and why?**

Wealden Volunteering only collects data supplied by:

- Website users via Google Analytics.

- Website users who choose to complete one of our online forms.
- Our members who provide information through our membership scheme.
- Our business partners.
- Our volunteers and (where relevant) their next of kin.
- All volunteers or potential volunteers who contact us through face to face, or completing a volunteer opportunity form (either electronically or on paper).
- Our suppliers as part of any contracts we have.
- People who contact us whether through the website, phone, email, social media, or some other means. Should anyone contact us through Facebook, Twitter or Instagram this is also governed by their respective privacy policies.

We collect personal information for the following purposes:

- The administration of our activities and services (including services to members)
- Ensuring that we meet our contractual and legal obligations
- Promoting our services, those of our members, and volunteering in general
- Monitoring and improving our services
- Health and safety and disaster recovery purposes
- Financial transactions and financial reporting

We also process personal information on behalf of certain local councils as part of our grant monitoring service. This information includes the contact details of grant recipients and information relating to the grant they received and the purposes the grant was awarded for. In this case, we are acting as data processors on behalf of the relevant council and the information is only processed in accordance with their instructions. Any data protection queries about this information should be directed to the relevant council.

### **Retention of records**

Our retention policies are guided by the principle of data minimisation. We will not keep information longer than is needed for the purposes above or to meet legal obligations

When we recruit volunteers we retain the personal details of unsuccessful applicants for a maximum of three years.

Data required for financial reporting purposes is stored for a maximum of eight years. Certain health and safety records are required to be stored for up to 40 years.

### **Equal opportunities monitoring data**

Wealden Volunteering does not collect or retain any information about sex, ethnicity, sexuality, disability, age or religion unless it has been expressly provided. Any such information provided will only be used for equal opportunities purposes or legal obligations.

### **Cookies**

A cookie is a small piece of data sent from a website and stored on the visitor's computer by their web browser. Cookies are used to improve the visitor's experience by 'remembering' their preferences as they move around the website; they are also used to collect data about their visit to be used by the website operator to improve their service.

The only cookies stored as a result of your visit to our website are from Google Analytics.

### **Google Analytics cookies**

We use Google Analytics to monitor how visitors move around the website, how they reached it, and other dimensions and metrics. The information received cannot be used to identify you personally. To collect this information, it is necessary for Google Analytics to set cookies on your computer.

For more information about how Google uses the information collected through Google Analytics, please see: <https://support.google.com/analytics/answer/6004245>

### **Refusing Google Analytics cookies**

Collecting this data is really important to us, as we use it to improve our service. However, you can opt out if you wish: <https://tools.google.com/dlpage/gaoptout>

This will prevent data about any websites you visit from being used by Google Analytics.

## **Storing your data**

### **Wealden Volunteering database**

All data, hard copies and electronic, is stored securely. Wealden Volunteering's database is kept securely in cloud-based applications and/or hardcopies which are stored in a locked cupboard. Data is only stored for as long as it is required. All data will be destroyed once it is no longer used or required for legal obligations. This also applies to all data held by Wealden Volunteering including placement of volunteers. All information held electronically is encrypted at rest and in transit wherever feasible.

### **IT security at Wealden Volunteering**

Use of IT at Wealden Volunteering is governed by the IT policy which is available here: <https://wealdenvolunteering.org.uk/about-us/policies-and-agms/> Only authorised users may access Wealden Volunteering IT equipment or data and all such users must have signed a confidentiality agreement. The board of trustees regularly reviews IT usage practice to ensure that it complies with all relevant good practice guidelines.

## **Website servers**

### **Server security**

Wealden Volunteering website is hosted on servers managed by Clook. All data transferred between users and the Clook servers is encrypted. Only technical staff at Clook and our website management company, Open Door Digital, have access to the data stored on the server. All Clook staff are subject to an internal data protection policy and receive regular security awareness training. Clook are ISO27001 and ISO9001 accredited and assessed by external auditors annually. Further information is available here: <https://www.clook.net/blog/our-pledge-to-you-continued-quality-and-security-at-clook/>

Wealden Volunteering's accounting and financial data is hosted by Lloyds Bank. Further information about how Salesforce manage this data can be found here: <https://www.lloydsbank.com/help-guidance/privacy/data-privacy-notice.html>

Wealden Volunteering's volunteer and membership database is hosted by Salesforce. Further information about how Salesforce manage this data can be found here: <https://www.salesforce.com/uk/company/privacy/>

Wealden Volunteering also holds data in the Microsoft 365 environment. Further information about how Microsoft manage this data can be found here: <https://www.microsoft.com/en-gb/trust-center/privacy>

## **Server logs**

When you visit our website some information, which cannot be used to identify you personally, is collected and stored by our server (the computer where our website is located). Our server stores the following information about your visit:

- IP address
- Date, time and duration of visit
- Pages visited
- Type of browser and operating system
- How you arrived on our website (eg from a search engine or other source)

This information is used for administrative purposes such as to report on server activity and to identify any errors or malicious traffic.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such websites and such websites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Roles and responsibilities**

The Board of Trustees is responsible for ensuring Wealden Volunteering follows this policy. The trustees have delegated the day-to-day responsibility of data management to the CEO. The Board of Trustees ensure transparency and accountability at all times. All data sharing is subject to the expressed permission of the individual data owner.

## **Data Leader**

The CEO has been delegated day-to-day responsibility for the control of data within Wealden Volunteering by the Trustees. This includes determining what data is collected and how data is processed within Wealden Volunteering, including consent collection. The CEO may choose to delegate some specific activities relating to data control at their discretion.

## **Your Rights**

You have the right to ask us for copies of your personal information

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete

You have the right to ask us to erase your personal information in certain circumstances. More information about when this right applies can be found here: <https://ico.org.uk/for-the-public/your-right-to-get-your-data-deleted/>

You have the right to object to processing of your information or restrict the processing of your information under certain circumstances. More information about objecting to processing can be found here: <https://ico.org.uk/for-the-public/the-right-to-object-to-the-use-of-your-data/> and information about the right to restrict processing can be found here: <https://ico.org.uk/for-the-public/your-right-to-limit-how-organisations-use-your-data/>

Your right to object to processing your data includes the right to ask us to remove you from our mailing list for marketing purposes. Even if we have removed you from our mailing list, we may still contact you about other matters such as services that you are using.

You have the right to withdraw consent for us to hold your personal information at any time. This only applies where consent is the lawful basis for holding the information.

If you wish to exercise any of these rights, please email [ceo@wealdenvolunteering.org.uk](mailto:ceo@wealdenvolunteering.org.uk), phone 01825 760019, or visit our office at 79 High Street, Uckfield, East Sussex TN22 1AS. We will respond within one calendar month.

If you feel that we have not responded properly to your request, you have the right to make a complaint to the Information Commissioners Office. Information on how to make a data protection complaint can be found here: <https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/>