



Wealden Volunteering Website Use Policy and Privacy Notice

Approved by the Board: July 2026

Next Review date: July 2028

Chair Signature:

A handwritten signature in blue ink, appearing to read 'Paul P. K.', is written on a light yellow rectangular background.

1. Introduction

This notice explains how you may use our website and how Wealden Volunteering (WV) collects, uses and protects your personal data.

We are committed to protecting your privacy and handling your data transparently and securely, in line with UK GDPR and the Data Protection Act 2018.

2. Who We Are

Wealden Volunteering is the data controller for personal data collected through this website.

Contact details:

Email: office@wealdenvolunteering.org.uk

Phone: 01825 760019

Address: 79 High Street, Uckfield, East Sussex, TN22 1AS

The CEO acts as the Data Protection Lead.

3. How You May Use Our Website

By using this website, you agree that you will not:

- Attempt to gain unauthorised access to systems or data
- Introduce malicious software (e.g. viruses, malware)
- Copy or reproduce content without permission
- Use the website in a way that could damage WV's reputation

Unauthorised access or misuse may constitute an offence under the Computer Misuse Act 1990.

4. What Personal Data We Collect

We may collect personal data when you:

- Submit an online form
- Contact us (email, phone, social media)

- Register as a volunteer
- Engage with our services

We may also automatically collect limited technical data when you use the site, such as:

- IP address
- Browser type
- Pages visited

This information does not usually identify you directly.

5. How We Use Your Information

We use personal data to:

- Deliver our services and match volunteers
- Respond to enquiries
- Manage relationships with volunteers, partners and supporters
- Meet legal and safeguarding obligations
- Improve our website and services
- Promote volunteering opportunities (with consent where required)

We may also process data on behalf of partner organisations (e.g. local councils), in which case we act as a data processor.

6. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Consent (e.g. newsletters)
- Contract (e.g. supporting volunteers)
- Legal obligation (e.g. safeguarding, reporting)
- Legitimate interests (e.g. service delivery and improvement)
- Vital interests (e.g. protection from harm)

7. Special Category Data

We may process sensitive personal data (e.g. health or accessibility information) where necessary to support individuals.

This will only be processed where:

- Explicit consent is given, or
- It is necessary for safeguarding or legal obligations

Additional safeguards are applied.

8. Cookies and Analytics

We use cookies to improve your experience and understand how our website is used.

Analytics

We use tools such as Google Analytics to collect anonymised website usage data.

Important update

We will:

- Obtain consent before placing non-essential cookies
- Provide clear cookie choices via a banner

You can:

- Accept or reject cookies
- Adjust browser settings
- Opt out of analytics tracking

(This ensures compliance with PECR requirements, which your previous policy did not fully cover.)

9. Data Sharing

We will only share personal data where necessary:

- With partner organisations delivering services
- With funders (usually anonymised)
- With statutory agencies where required (e.g. safeguarding)
- With approved service providers (e.g. IT systems, cloud storage)

All third parties must meet appropriate data protection standards.

10. International Transfers

Where data is transferred outside the UK (e.g. cloud services), we ensure appropriate safeguards are in place, such as:

- UK adequacy regulations
- Standard contractual clauses

11. Data Security

We take appropriate technical and organisational measures to protect data, including:

- Secure cloud-based systems
- Encryption of data in transit and at rest
- Restricted access controls
- Staff training and confidentiality requirements

Our website and data systems are hosted with trusted providers.

12. Data Retention

We will only keep personal data for as long as necessary.

Typical retention periods include:

- Volunteer enquiries: up to 3 years
- Financial records: minimum 6–8 years
- Safeguarding records: as required by law

Data is securely deleted when no longer required.

13. Your Rights

Under data protection law, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request erasure (in certain circumstances)
- Restrict or object to processing

- Withdraw consent (where applicable)
- Data portability (where relevant)

You can exercise your rights by contacting us.

We will respond within one calendar month.

14. Safeguarding and Confidentiality

We respect confidentiality, but we may share information where necessary to protect individuals.

Data protection will not prevent appropriate safeguarding action.

15. Links to Other Websites

Our website may contain links to external sites.

We are not responsible for the privacy practices of other websites, and we encourage you to review their privacy policies.

16. Monitoring and Website Security

We monitor website usage and system activity to:

- Maintain security
- Identify threats
- Improve services

This is done in a proportionate and lawful way.

17. Complaints

If you are unhappy with how we handle your data, please contact us first.

You also have the right to complain to:

Information Commissioner's Office (ICO)

www.ico.org.uk

18. Governance and Responsibility

- The **Board of Trustees** has overall accountability
- The **CEO (Data Protection Lead)** oversees compliance
- Data risks are monitored as part of organisational governance

19. Changes to This Policy

We may update this policy periodically.

The latest version will always be available on our website.