

NCRC Volunteer Privacy Notice

NCRC is part of the Regenda Group and supports housing providers, communities, children and young people to build confidence, skills, influence, wellbeing and meaningful connections. Our work brings people together across generations and places, amplifying the voices of those often unheard and helping them shape positive futures.

This notice explains how and why we use your personal information when you volunteer with us, and the rights you have.

We are committed to handling your information fairly, transparently and in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025 (DUAA).

1. Personal data we collect

We collect personal data when you apply to volunteer, during your volunteering activities, and through your ongoing engagement with us.

Personal data

- Name, address and contact details (phone, email)
- Date of birth
- Emergency contact details / next of kin
- Training records and volunteer activity records
- Communications, feedback and interactions with us
- CCTV images where you are in view
- Call recordings (where applicable)

Special category data (where necessary)

- Health and medical information
- Information relating to support needs

We only ask for this information where this is necessary to support your wellbeing, ensure safe volunteering activities, or meet safeguarding responsibilities. You do not have to provide it.

2. How we collect your information

We collect your personal data from:

- Volunteer application forms
- Direct communication (email, phone, in person)
- Training sessions and volunteering activities
- CCTV and security systems
- Third parties where appropriate (e.g. referees, support organisations)

We will always explain what information is required and why.

3. How we use your personal data

We use your information to:

- Manage recruitment and onboarding of volunteers
- Assess suitability for volunteering roles
- Maintain accurate volunteer records
- Communicate with you, including emergency contact purposes
- Deliver training and support
- Meet safeguarding responsibilities
- Comply with funder, legal and regulatory requirements
- Monitor equality, diversity and inclusion

We may also use limited automated or analytical tools (e.g. record management systems or reporting tools) to support service delivery. We do not make fully automated decisions that significantly affect you without human involvement.

4. Legal bases for processing

We rely on one or more of the following legal bases:

Contract

To enter into and manage your volunteer agreement.

Legal obligation

Where we are required to process data to comply with safeguarding, health and safety, or other legal duties.

Legitimate interests

Including:

- Managing and supporting volunteers
- Maintaining contact and emergency details
- Ensuring safety and security (including CCTV)
- Quality monitoring and service improvement

We balance our interests against your rights.

Consent

Where required, including:

- Use of certain special category data
- Optional surveys and marketing communications

You can withdraw consent at any time.

 Vital interests

Where necessary to protect you or another person from serious harm.

 Public interest / substantial public interest

Including safeguarding and protecting vulnerable individuals.

 Recognised legitimate interests

We may also rely on this for:

- Safeguarding individuals at risk
- Preventing or detecting crime
- Responding to emergencies
- Disclosures to public authorities where required

5. Who we share your personal data with

We may share your information where necessary with:

To deliver services

- Staff within the Regenda Group
- Training providers
- Support organisations
- Emergency contacts or next of kin (where appropriate)
- IT system providers

Where disclosure is required

- Regulators or funders
- Law enforcement or safeguarding authorities
- Emergency services

We will only share information where it is lawful, necessary and proportionate.

6. International transfers

Where personal data is transferred outside the UK or EEA, we ensure appropriate safeguards are in place, including:

- UK adequacy regulations, or
- UK-approved International Data Transfer Agreements or Standard Contractual Clauses

7. How long we keep your data

We only keep your personal data for as long as necessary to:

- Manage your volunteering relationship

- Meet legal and regulatory requirements
- Resolve disputes or defend legal claims

Data will be securely deleted or anonymised when no longer required.

8. Protecting your personal data

We use appropriate organisational, technical and physical measures to protect your data, including:

- Access controls
- Secure systems and encryption
- Identity verification processes
- Data breach reporting procedures

While we take reasonable steps to protect your information, no system is completely secure.

9. Cookies and website analytics

Our website uses cookies to:

- Improve functionality and user experience
- Analyse usage and performance
- Personalise content where appropriate

You can manage your cookie preferences through your browser or cookie banner.

10. Your rights

You have the right to:

- Request access to your personal data (Subject Access Request)
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Restrict or object to processing
- Withdraw consent
- Request data portability (where applicable)
- Request human review of automated processing
- Ask for an explanation of how your data is used
- Raise a complaint

11. Contact us

Data Protection Team
The Regenda Group
The Foundry, 42 Henry Street, Liverpool, L1 5AY
Tel: 0151 703 3000

Email: dataprotection@regenda.org.uk

12. Information Commissioner's Office (ICO)

You can contact the ICO at:

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

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