

Green Uniform and Baby Bank Privacy Notice

This notice is a public document and can be shared with anyone who requests to see a copy of it. This document was prepared on 22nd May 2023 and was last reviewed on 17th March 2024.

Our contact details:

Green Uniform and Baby Bank (GUBB)
First Floor, Winsford Community Centre
High Street, Winsford
CW7 2AS

admin@greenuniformandbabybankltd.org

<http://greenuniformandbabybankltd.org>

07835851908

The type of information that GUBB collect:

We currently collect and process the following information:

- Volunteer applicants name and contact information;
- Where disclosed, volunteer health, disability, and access requirements;
- Website user contact forms, which capture name and contact details; and
- Volunteer and Website user electronic identifiers and statistics.

How we get the personal information and why we have it:

Most of the personal information we process have been provided to us directly by you, either from:

- You completion of an application to volunteer with us;
- You are a current volunteer; or
- You provided them through the completion of a Web Page contact form or Social Media.

We also receive personal information indirectly when you visit our Webpage. We use the information that you have provided, or we have captured in order to:

- Contacting volunteers or customers;
- Making changes to role, support, or equipment to improve accessibility;
- Monitoring statistical details, such as website traffic or volunteer hours;
- Providing ongoing support to both volunteers and customers; and
- Addressing problems or complaints.

We only share information with individual GUBB volunteers who have responsibility for recruitment or customer contact, or that is indirectly captured through our Webpage. Our Website provider is GoDaddy. We do not share any information with any other third parties.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis that we rely on for processing this information is that we have a legitimate interest. Our legitimate interest is that, as a not-for-profit social enterprise whose purpose is *to help families save money whilst reducing waste and inequality to improve their futures*, we need to recruit volunteers to help us fulfil our objectives and to respond to customer queries.

We need to capture volunteer personal information to allow us to contact, organise and make reasonable adjustments for volunteers so that they can provide our services. For our customers, the personal information they provide allows us to provide them with information about our services. This, we believe, is proportionate and reasonable for balancing our and individual interests relating to volunteering and customer service use, facilitating our delivery of wider social benefit.

How we store your personal information:

Your information is stored securely within our Volunteer Management System (VMS) or Webpage provider where you have accessed or provided details via our Website.

Where an application to volunteer is unsuccessful or withdrawn, their personal information will be shredded or deleted within 3 months; no longer retaining this information. Where a person ends their agreement with us to volunteer, we will retain their personal information for up to 2 years to enable us to provide a future reference. We will then dispose of your information by deleting your record.

Your data protection rights:

Under data protection law, you have rights including:

Your right of access, to ask us for copies of your personal information.

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

Your right to erasure, to ask us to erase your personal information in certain circumstances.

Your right to restriction, to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to the processing of your personal information in certain circumstances.

Your right to data portability - to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please use our contact details above if you wish to make a request.

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us using our contact details above. You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>