

National Numeracy Volunteers Privacy Policy

National Numeracy is committed to respecting your privacy

This notice explains how and why National Numeracy uses your personal information when you volunteer with us through your workplace. Should we ask you to provide certain information by which you can be identified, then it will only be used in accordance with this privacy statement. Please read it carefully to understand our practices regarding your personal information and how we will treat it.

We may update this notice from time to time. When we refer to “we” or “us” in this document we mean National Numeracy. We are listed on the Information Commissioner’s register of data controllers under Registration Reference: **Z3231800**. For the purposes of the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and any applicable replacement legislation, we are the data controller. Our registered charity number is 1145669 and limited company number is 7886294. Our registered address is Unit 71, Sussex Innovation Centre, Science Park Square, Brighton, BN1 9SB.

Data collection – what information we ask for and purpose and lawful basis

National Numeracy asks volunteers to provide information about themselves at the point of registration and processes this information. We collect this information for the following reasons:

- To effectively co-ordinate the delivery of our programme in schools and community settings,
- To meet safeguarding responsibilities,
- To tailor our volunteering opportunities to your skills, experiences, preferences, and location,
- To record your engagement in the volunteering programme,
- To enable evaluation through surveys – of our impact, improve future programme delivery and undertake quality assurance activities.

At the point of registration to be a volunteer with us, we ask you to provide the following information:

- Name
- Preferred pronouns
- Job title
- Company
- Email address
- Work contact number

- Work address
- Date of Birth
- Home address
- How you heard about our volunteering programme
- Why you want to be a National Numeracy volunteer.
- One word you would use to describe how you feel about maths.
- Your own experience and journey with maths and numeracy and how you use it now in your everyday life and at work.
- Any experience you have with facilitating or motivating adults, children and young people.
- If you speak any other languages fluently
- Any other skills and experience you would like to share.
- How many hours / days you have available through work in which to volunteer.
- How far from your office you are willing to travel for volunteering.
- Emergency contact details
- After training and volunteering sessions we will also ask for (optional) feedback from volunteering sessions and recording of hours
- We and the schools and community groups you volunteer with will take photos of you volunteering.

The lawful basis for us collecting and keeping this information is that processing is necessary for the fulfilment of a legal obligation i.e. meeting our safeguarding responsibilities should we need to facilitate the investigation of a safeguarding concern with a local authority and legitimate Interest.

We also ask you to provide some more sensitive information (so-called 'special category data') as follows:

- Information about any reasonable adjustments we can make to enable you to volunteer. The information you give us might be of sensitive nature, for example about your health or disability.
- Any unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974
- If you disclose an unspent conditional caution or conviction, we will require further details from you to complete a risk assessment.

We will only process special category data where we have an Article 9 exception allowing us to do so, in this case, this will be either your explicit consent as per Article 9 Paragraph 2(a) or substantial public interest as per Article 9 Paragraph 2 (g) and the Data Protection Act 2018, schedule 1 condition 10 "preventing or detecting unlawful acts" and condition 18 "safeguarding of children and individuals at risk".

Where we are relying on your consent, this means that providing this information is completely voluntary and we will delete it if you no longer want us to have it. If you would like this information deleted, please contact us at dpo@nationalnumeracy.org.uk.

Data storage and access – where we store the information and who can access it

Our volunteer registration form is hosted on Volunteer Management System (and Microsoft Forms as we trail and / or until we fully transition to Volunteer). The platform is password-protected and access is limited to specific National Numeracy staff. Your name, job title, employers name, work address, work phone and work email will also be saved in Insightly CRM which is password protected. Information relevant to you may also be recorded in other formats, such as in emails, Excel, and word processing applications. Information in these formats may be stored on National Numeracy devices or in Microsoft cloud storage. Access to these devices and cloud applications is password-protected and restricted to relevant National Numeracy staff.

Data sharing – what information we share, or you may be asked to share, with other parties

We share, or you may be asked to share, information with other parties as part of your volunteering. This may include companies for administrative purposes and to provide services to you, third parties that support us to provide products and services for example IT support, cloud-based software services, providers of telecommunications services, professional advisors for example lawyers, auditors, and web analytics and search engine providers to ensure the continued improvement and optimisation of our website.

We only ever use your information if we are satisfied that it is lawful and fair to do so. We will never sell or rent your information to third parties or share your information with third parties for marketing purposes. We will only disclose your personal information to third parties as follows:

Schools and other community organisations – we will need to share some basic information about you with the schools and organisations you volunteer in; your pronouns (where provided), full name, company and any reasonable adjustments required. If you disclose an unspent conditional caution or conviction, we will require further details from you in order to complete a risk assessment, which we will then ask you to approve and consent for us to share this information with our partner schools.

Where staff members need to share reasonable adjustments information or a criminal records risk assessment with a school or community group, this information will be shared via email in a password protected document or file sharing via secure link. The school contact will be asked to delete the email as soon as the volunteer has completed their activity.

Your full name, job title and company may also be visible to other volunteers who are on the same programme(s) as you, for us to coordinate and communicate session logistics.

We will only share your name with your employer. We will never share a criminal records disclosure with your employer.

We may use photos of you volunteering in our publications (for example the annual report, report to our funders), or as standalone images (for example on social media and on our website). Photos may also be shared by schools or community groups you volunteer with in publications, on social media and their website.

Unless consent is sought or an agreement of confidentiality is in place, additional information will not be intentionally shared with other third parties, unless we are legally obliged to do so. In certain circumstances we may be legally required to share certain data, which may include your personal data. For example, where we are involved in legal proceedings, where we are complying with legal objectives, a court order or as required by a government authority.

Transfers outside of the UK

We may share personal information to third parties outside of the United Kingdom. Likewise, the hosting facilities for our website and / or data centres may be located outside the United Kingdom. Any personal information transferred will only be processed on our instruction and we ensure that information security at the highest standard would be used to protect any personal information as required by the Data Protection laws.

If personal data is transferred outside of the UK to a country without an adequacy decision, we will ensure appropriate safeguards are in place prior to the transfer.

These could include:

- Standard Contractual Clauses with the published ICO Addendum
- International Data Transfer Agreement
- An exception as defined in Article 49 of the GDPR

For more information about transfers and safeguarding measures, please contact us using the contact information at the end of this document.

Retention – how long do we keep information about you?

We will only keep your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. The time your information stays with us varies depending on the activities you are involved in. Volunteero and Microsoft Forms: your registration form information may be stored in Volunteero or in Microsoft Forms, or on Excel for a period of up to seven years after your last volunteering session.

Excel and Insightly: records stored on our spreadsheet and in our CRM, containing information provided at the point of registration, alongside additional information we may have captured independently, will be placed under limited access at any point where you indicate you are no longer interested in volunteering with us, or after two years of inactivity from you. Information will be stored for a period of up to seven years.

These retention periods are to meet our legal responsibilities in relation to Child Protection and Safeguarding and may be extended or reduced if required by applicable law or we deem it necessary, for example, to defend legal proceedings or if there is an on-going investigation relating to the information. We review the personal data (and the categories of personal data) we hold on a regular basis to ensure the data we are holding is still required and is accurate. If we discover that certain data we are holding is no longer necessary or accurate, we will take steps to correct or delete the data.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use and share such information without further notice to you.

Security of personal information

We take the responsibility for protecting your privacy very seriously and we will ensure your data is secured in accordance with our obligations under the Data Protection laws. We have in place technical and organisational measures to ensure personal information is secured and to prevent your personal data from being accessed in an unauthorised way, altered, or disclosed.

We have in place a robust access control policy which limits access to your personal data to those employees, contractors and other third parties who only have a business need to know. The processing of your personal data will only take place subject to our instruction. We have policies and procedures to handle any potential data security breaches. Data subjects, third parties and any applicable regulators will be notified where we are legally required to do so

Communication – how we communicate with you using this information

When you register as a volunteer you will automatically join a volunteer mailing list and only leave it if you let us know you no longer want to hear from us permanently. We will email you information about our current and new volunteering opportunities, compulsory and optional training sessions, logistics and important notices about the volunteering programme, updates about general volunteering, safeguarding policies and National Numeracy events and campaigns that we would like you to support as part of your volunteering role with us.

If you decide at a later date that you no longer wish to receive emails about volunteering, our emails include clear and easy opportunities to opt-out of these mailing lists, or you can also contact us at any time via email: dpo@nationalnumeracy.org.uk. Please allow five working days for us to process these requests. After two years of inactivity, we will cease any further communication with you.

Your rights as a data subject

You have the right to:

- **Request a copy of the information that we hold about you:** Please contact us using the details below. We may charge £10 for information requests to cover our costs in providing you with details. We will give you this information within one month, and the information will be sent to you in a password-protected Excel sheet. We are not carrying out any automated decision making.
- **Data portability:** If we are processing your personal data by automated means or based on consent or because processing is necessary for the fulfilment of a contractual obligation you may request that your personal data is transferred to another controller or processor in a machine-readable format.
- **Be fully informed:** How the information we ask you to share with us and the information we collect independently is processed. If you have any questions about the guidance provided in this policy notice, or would like further detail on specific sections, then please address your query to the contact details provided below.
- **Correct data:** If you believe that any of the information is inaccurate or incomplete, please contact us as soon as possible using the contact details provided below. We will promptly correct any information found to be incorrect.
- **Be erased and ask for any data we hold about you to be erased from our records:** You may request that this information be placed under restricted access, pseudonymised or deleted where there is no compelling reason for it to be kept. However, we may need to retain some information as stated in Retention – how long do we keep the information about you?
- **Object to certain types of processing:** Please use the contact details provided to inform us of any wish to restrict or object to the further processing of this information. Note that we may need to retain some key information to respect your restriction or objection in future.
- **Choose whether, or not, you wish to receive information from us.**

To unsubscribe at any time, update your details with us, or update your preferences, please contact our Data Protection Officer via email at any time: dpo@nationalnumeracy.org.uk

For more information about your rights as a data subject, visit the Information Commissioners Office (ICO), website: <https://ico.org.uk/>

Registering to use the National Numeracy Challenge

National Numeracy is responsible for the National Numeracy Challenge, which is subject to separate terms and conditions. These can be found on our website here: <https://www.nationalnumeracy.org.uk/challenge/terms-and-conditions>

Security precautions in place to protect the loss, misuse or alteration of your information

Non-sensitive details (such as your email address) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check this page regularly to keep up to date with any necessary changes.

This Policy was created in October 2022 and amended in July 2023

Contact

If you have any questions in relation to any of the information contained in this policy notice, to make a complaint, or to pursue any of your rights under the General Data Protection Regulation, please email dpo@nationalnumeracy.org.uk.

If you are unhappy with the way that we have handled your Personal Information, you can make a complaint to the Information Commissioners Office (ICO) which is the UK authority responsible for data protection. E mail: icocasework@ico.org.uk, 0303 1231113, <https://ico.org.uk/global/contact-us/>