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Privacy Notice for Volunteers

Version control

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Version	Section	Date	Amendments
1	Whole document	January 2021	BLS draft
1.1	Whole document	July 2021	Approved document
2	Whole document	July 2022	Amended to include UK GDPR
3	Whole document	April 2023	Change of Data Protection Champion and Caldicott Guardian
4	Whole document	September 2023	BLS Review
5	Whole document	September 2024	BLS Review
6	Whole document	September 2025	BLS Review. Added further information about legal basis for criminal data
7	Whole document	September 2026	Annual review. Revised wording to improve clarity and accessibility. Added information on call and video recording. Updated Information Commission contact details

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Purpose

This privacy notice tells you what to expect when N-Compass collects personal information about you during and after your volunteering relationship with us.

We are committed to protecting your privacy and will only use personal data that we collect in line with all applicable laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This privacy notice applies to all prospective, current and former volunteers.

N-Compass is the controller for this information unless this notice specifically states otherwise. Details of our Data Protection Champion can be found in the contact details below.

Our contact details

Our registered address is Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF. Our phone number is 01772 280020. Our email address is admin@N-Compass.org.uk. Our website address is www.n-compass.org.uk

N-Compass is registered with the Information Commission. Our registration number: Z1718763.

We take our duty to protect your personal data and maintain confidentiality very seriously. We are committed to taking all reasonable measures to make sure the personal data we are responsible for, whether this is computerised or in paper form, is kept securely.

Our Data Protection Champion is Asher Ayres who can be contacted by writing to; Asher Ayres, N-Compass, Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF, by emailing asher.ayres@n-compass.org.uk or by phone on 01772 280030.

Your data protection rights

You have certain rights in relation to your personal information, although those rights will not apply in all cases or to all the information that we hold about you. For example, we may need to continue to hold and process some of your information after you leave your volunteering role to establish, exercise or defend our legal rights.

Right to be informed

You have the right to be informed about how we use the data you provide. We will try to be as transparent as possible in our interactions with you. Any time you give us personal information you have a right to be informed about why we need it and how we will use it. You can find most of the information you need in this Privacy Notice.

Right of access

You have right of access to any of your personal data that we hold about you. You can contact us at any time to gain information about what data we hold about you and why we hold it.

If you make a formal request for your information, we will respond to acknowledge your request and may require you to prove your identity to us. We may also ask you for information about any specific information you are seeking to help us make sure we meet your request fully and speed up the process.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

We will provide you with the information that you are entitled to as soon as possible and without unreasonable delay and at the latest within one month of your identity being verified by us.

In exceptional cases we may extend the period of compliance by a further two months if the request(s) are complex or numerous. If this is the case, we will inform you within one month of the receipt of the request and explain why the extension is necessary. In most circumstances there will be no charge for this right of this access.

Right to rectification
You have the right to have any personal data we hold corrected at any time if you believe it to be inaccurate e.g., the spelling of your name or your contact information.

Right to restriction of processing
You also have the right to ask for our processing of your personal data to be restricted. For example, if you are contesting the accuracy of data we are using about you. In such case we will restrict our processing while we verify the accuracy of the data that we hold.

Right to erasure ('right to be forgotten')
You can also ask for certain information about you to be deleted but in certain cases, we will be unable to delete your information if there are statutory grounds to retain it (i.e., HMRC or other legal requirements).

Right to data portability
You have the right to data portability where processing is automated, although we don't currently carry out any such processing. If we do in future, you can make a request, and this data can be exported from our systems for you.

Right to object
You have the right to ask us not to process your personal data for marketing or profiling purposes.

You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting our Data Protection Champion by email at asher.ayres@n-compass.org.uk or alternatively at the following address: Asher Ayres, N-Compass, Edward VII Quay, Navigation Way, Ashton-on-Ribble, Preston, PR2 2YF

What information we collect about you

If you volunteer with N-Compass, you may be recorded or referred to in a variety of our documents and electronic records, including your volunteer profile on our volunteer database.

Some of these records are produced by you, such as your volunteer application form. Others are produced by us recording information you have provided to us, or the activity you undertake with us.

We may sometimes collect additional information from third parties, including former employers in the form of a reference, or when we need to carry out a Disclosure and Barring Service (DBS) check if your role is a regulated activity i.e. working in one of our services with young people.

We have a wide range of volunteering roles, and some roles require more personal information to be processed than others. We are always striving to better understand our volunteers, to provide you with a better experience with us. To achieve this, we analyse and research information we have on our volunteers on our database, to group people together in terms of common characteristics. This enables us to better tailor the information we provide to ensure it is relevant and interesting. We do this as we have a legitimate interest in improving your experience as a volunteer.

We have set out below, in a table format, the ways we collect and use your personal information for certain purposes and how it might sometimes be shared with others:

	Information obtained	**Purpose**	**Shared with third parties**
1.	Personal contact details, including name, address, telephone, email	To contact volunteers about their application and, if successful, their volunteering role	** Our Case Management System
2.	Emergency contact details	To be able to contact family or a friend in an emergency	As above
3.	Communication preferences and any marketing preferences.	To be able to contact volunteers with information about the difference we are making together and how else they can get involved	As above
4.	Date of Birth	To ensure all volunteers meet our minimum age requirements and to monitor the age demographics of our volunteer base	As above
5.	Information about any criminal convictions or cautions relating to children and young people	To help decide about suitability for volunteering role and association with N-Compass	As above
6.	Two references	To be contacted to confirm volunteer's identity and suitability for the volunteer role	As above
7.	Job history summary	To review previous work history as part of our safer recruitment procedures	As above
8.	Enhanced DBS check where appropriate	To undertake and assess the risk around any previous criminal history	DBS check service provider
9.	Information about support needs or any reasonable	To understand what extra provision the prospective	No

	adjustments that we can make and any individual risk assessment	volunteer might need to undertake the role successfully	
10.	Photo	To produce volunteer identification and administer your volunteering role	As above
11.	Personal profiling information (gender, ethnicity, disability)	To be aggregated anonymously into statistics about our volunteers' demographics for monitoring purposes and reported to funders	No
12.	Volunteer 1:1 supervision / support notes	To review volunteer performance, experience, safeguarding, learning needs	No
13	Telephone call recordings and associated call records where calls to N-Compass telephone systems are recorded	For quality, training, safeguarding, service delivery and audit purposes	Telephone system provider
14	CCTV images, doorbell video and audio	To help manage access to N-Compass premises, protect people and property, support security and safeguarding, investigate incidents and respond to health and safety concerns	CCTV and doorbell system providers

We may also collect from you:

- Information about your race or ethnicity, religious beliefs, and sexual orientation will be used anonymously only for equal opportunity monitoring, to better understand our volunteers, and where we may need to improve our diversity and inclusion practices.
- Information about your support needs and health, including any relevant medical condition will be used to comply with our health & safety obligations and enable any reasonable adjustments to be made.
- Information about criminal convictions and offences as part of the volunteer recruitment process when a volunteering role requires this.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

On rare occasions we may have to process your personal information without your knowledge or consent, for example in compliance with our legal requirements regarding HMRC etc. From

time to time, we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Failure to provide information

If you do not provide certain information when requested, we may be unable to deliver on some elements of the volunteering arrangement or, in some circumstances, to comply with our legal obligations (such as to ensure the safeguarding or health and safety of our service users, volunteers, staff or other beneficiaries). In such instances we will inform you about the implications of the decision and whether we are able to continue with the volunteering arrangement.

Legal basis for using your personal information

N-Compass relies on the following legal conditions that are described in the UK General Data Protection Regulation to use your personal information in the ways described in this privacy notice:

- Legitimate interest: where we have a legitimate interest to do so in support of N-Compass' aims as a not-for profit charitable organisation. We also have a legitimate interest in being able to use and process personal information for internal administrative purposes, and when it is necessary to protect our IT network, data security and ourselves (and volunteers) from risks such as fraud, criminal conduct, or reputational damage.

  When processing your personal information based on a legitimate interest, we will make sure that it is exercised proportionately and is always balanced against the privacy rights and other legal rights you have as an individual.

- You give us your explicit consent to do so such as applying for a volunteer role.

- The processing is necessary to protect your vital interests or someone else's vital interests, e.g. where the data subject is physically or legally incapable of giving consent.

- The processing is necessary for the establishment, exercise, or defence of legal claims or whenever courts are acting in their judicial capacity.

Special Category data

This is where we need to process any special categories of information about you i.e. information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, processing of genetic or biometric data for the purpose of uniquely identifying individuals, health data, or data concerning your sex life or sexual orientation, we must have a further lawful basis for the processing;

- We may use special category personal information about you without your consent only in such instances where there is a legal basis under Article 9 of the UK GDPR, which includes:
  - we need to protect your vital interests (or those of someone else) in an emergency
  - we have a need to use such information in connection with a legal claim
  - you have already made such information public, such as religious or philosophical beliefs or political opinions.

- Depending on the role you are volunteering for we may be required to undertake criminal background checks (referred to as DBS checks) for some posts, to ensure our lawful safeguarding responsibilities.
    - Where a DBS check is required, this will be clearly stated , so you are aware of these requirements at the outset.
    - Information regarding criminal convictions may be processed in accordance with our legal obligations. Occasionally we may process such information to protect yours, or someone else's interests and you are not able to give your consent, or we may process such information in cases where you have already made the information public.
    - Such information may be sought when becoming a volunteer.

- We process information about volunteer criminal convictions and offences.
    - The lawful basis we rely on to process this data are (f) legitimate interests: the processing is necessary for our legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.
    - In addition, we rely on the processing condition at Schedule 1 part 2 paragraph 6(2)(a) where we exercise a function conferred on us by an enactment or rule of law.

Communicating with you

Administrative communications

We will communicate with you as required to initially process your volunteer application and then, as an active volunteer, to provide you with the support and information you need to undertake your volunteer role.

If your role is a public facing role that involves talking about N-Compass we may include some of your personal data in how you support our work, case studies and other ways that people can support us. We will do this as we have a legitimate interest in supporting your volunteering role. You may decline for us to use your data for this purpose at any time.

You will also receive administrative communications from our Volunteering Team that are related to your volunteering such as a welcome email, volunteer survey and thank you communications.

Marketing and promotional communications

We will send you information about our work, the difference we are making and how you can get further involved. You will receive additional email and possibly text communications from us including our regular volunteering newsletter, and inspiring stories about the people whose lives we have changed. You will also receive information about how you can further support our work through raising awareness for example. We will try to tailor the information you receive to reflect what we think you will be interested in; based on the information we hold about you.

We may send you similar information by post or ring you unless you have previously opted out of being contacted in this way.

You can update your marketing preferences to change what information you receive from us at any time, for example you can opt-out if you no longer want to receive this information.

You can do so by ringing us on 01772 280030 or by emailing us at volunteering@n-compass.org.uk

Information we share with third parties

We will share your personal information with third parties where required by law, where it is necessary to administer the volunteering relationship with you; where we have another legitimate interest in doing so; or you have specifically agreed that we may share your personal information with them.

The following volunteer-related activities are carried out for us by third parties:

- Your referees provide a reference for your volunteering with us
- Any N-Compass DBS umbrella body

We may disclose aggregate statistics about our volunteers and supporters to describe our services and operations to prospective partners, advertisers, other reputable third parties and for other lawful purposes. These statistics do not include any information that identifies people.

How we keep your information and who has access to it

Your information is held on systems that are maintained and managed securely by N-Compass. We ensure that there are physical, technical and organisational controls in place to protect your personal details.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

We use trusted external companies to collect or process data on our behalf. We do extensive checks on these companies before we work with them and put a contract and data protection agreement in place prior to any work taking place, that sets out our expectations and requirements, especially regarding how they manage the personal data they collect or have access to.

On occasions we may need to disclose your details if required, to the police, regulatory bodies, or legal advisors. You may not be informed when this happens.

Wherever possible we store information about volunteers within the UK. Where personal data is transferred overseas, we will ensure that appropriate safeguards are in place in accordance with UK data protection legislation.

How long we store personal information

We will only use and store personal information for as long as it is required for the purposes it was collected for.

We have a data records management policy (available on request) that sets out the different periods we retain personal information in accordance with our duties under applicable data protection law and various legislative requirements. When you leave your volunteering role

some personal information may be retained by us in archives for safeguarding, administrative, legal, or historical research purposes and we do this in a manner that complies with applicable data protection law.

We continually review what personal information and records we hold and delete what is no longer required.

Complaints

If you are concerned about how N-Compass has used your personal information or believe that we have not kept it secure, we would like the opportunity to address your concerns. Please contact our Data Protection Champion in the first instance at asher.ayres@n-compass.org.uk.

We will consider your concerns, make appropriate enquiries and explain the outcome to you.

You also have the right to complain to the Information Commission if you are unhappy with how we have used your personal information or believe that data protection requirements have not been met.

Information Commission
4th Floor, No. 3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Helpline: 0303 123 1113
Website: Contact us | ICO
Make a complaint: Make a complaint | ICO

Changes to this notice

We may update this privacy notice from time to time to reflect changes in how we use personal information, our procedures or data protection requirements. The date of the most recent review or revision will be shown on this notice.

Any significant changes will be brought to your attention where appropriate. The latest version of our privacy notice will also be available on the N-Compass website.

Last reviewed September 2026