

# Volunteer Centre Confidentiality Policy

Volunteer Centre Manchester (“We”) are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the “Act”), the data controller is Macc, 3rd Floor, Swan Buildings, 20 Swan Street, Manchester M4 5JW.

## Information we may collect from you

We collect and process information from you when you fill in forms on our website, speak to us over the telephone or email us. This information includes your name, address, email address, date of birth, volunteer profile, work history, skills, interests and other related details relevant for the purposes of registering for volunteering opportunities.

## Use made of this information

We will use this information to provide you with Volunteer Centre services:

- Let you know about volunteering opportunities
- Let you know about free training opportunities
- Let you know about any changes to our service

We may also use your information to let you know about other Macc services that may be of interest to you.

We use aggregated information as statistics so that we can improve our service and make sure that we are reaching all sections of our communities. Aggregated information means that all personally identifiable data, names, addresses, dates of birth, have been removed.

## **Disclosure of your information**

We will not disclose your information to anyone else except where we have a legal duty to, for example fraud protection or safeguarding.

## **Our pledge to you:**

- we will process your personal data (information) according to the Data Protection Act 1998 and other relevant legislation
- we will not share your personal data with third parties for commercial purposes - for example, we will not sell your data
- we will not use your personal data for marketing our own products or services without your consent
- we will not keep your personal data for longer than necessary
- we will keep your personal data secure

## **What we ask of you:**

- please give us accurate information
- tell us as soon as possible about any changes to your personal information
- tell us if you notice mistakes or inaccuracies in the information we have about you

This helps us keep our information reliable and up-to-date.

## **Access to your information**

The Data protection Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.