

# The **Paddington** Partnership

## The Paddington Partnership Privacy Policy

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This privacy policy applies solely to information collected by The Paddington Partnership. The Paddington Partnership promises to respect the personal data you share with us and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. This privacy policy explains how we collect and process the personal data you provide us with.

### How we collect information about you

The Paddington Partnership collect personal data in a number of ways:

- When you enquire about or participate in a volunteering activity
- If you are a charitable organisation or school promoting a volunteering activity
- When you use our website

### Participating in volunteering

If you contact us to enquire about a volunteering role or team challenge event or participate in a volunteering activity through The Paddington Partnership, personal data will be collected.

If you make an enquiry we will keep a record of your name and contact details and the types of volunteering you are interested in for a maximum of five years, so that we can notify you in the future if similar roles become available. The lawful reason for doing this is legitimate interest. If you do not wish to receive follow up information about volunteering opportunities, you can ask for your personal data to be removed at any time by contacting us (our contact details can be found at the end of this Privacy Policy).

If you participate in a voluntary activity we will keep a register of volunteer names and contact details to keep you safe whilst participating (for fire evacuation purposes etc). For individual and team volunteering events we will ask for your consent when you volunteer to take photographs and only photograph you if you have given specific permission. At larger events such as the Great British Spring Clean where volunteers from multiple companies are participating, and particularly where we are employing a professional photographer, it will be made clear both during written briefing documents and in verbal briefings at the event that photographs are being taken. It is then the responsibility of individual volunteers to notify Paddington Partnership staff that they do not want to be photographed and to opt out. We will then ensure that you are not captured in photographs. We will notify you in advance if we need to share your contact details with the charitable organisation you are volunteering for and will be very clear when you register for a voluntary activity what will happen to your data.

We will keep a record of your participation in volunteering so that we can report your involvement to your employer as part of our annual reporting on the impact of the community programme. The lawful reason for doing this is performance of contract. We will record details of the organisation you supported and the nature of the voluntary activity undertaken. This helps us to understand which opportunities may be of interest to you in the future. We will scan registration sheets following your volunteering activity and store a soft copy electronically for five years in a password protected folder, at which point the record will be destroyed. Hard copies of registration sheets will be destroyed immediately after volunteer events in document shredders or confidential waste.

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You may be asked to complete an anonymous feedback form at the time of your volunteering, or subsequently via an electronic platform e.g. Survey Monkey. The information you provide in this form helps us to ensure we deliver high quality, meaningful volunteering and contributes to an annual impact report for your employer. Feedback forms are kept for a maximum of five years, before being destroyed.

With your consent, photographs (and occasionally film footage) will be taken at volunteer events. These photographs and film will be used on our website, social media and in marketing collateral; and copies will be shared with all volunteer teams including, if present, volunteers from other companies participating in the event. A selection of photographs will also be shared with our charity partners, particularly if they contain the charity partners service users or clients. The Paddington Partnership will delete photographs and film taken at volunteer events after five years (although they will still appear in articles or posts on our social media pages and website) and at the point of sharing photographs with charity partners, we will request that they do the same. Once photographs are saved on The Paddington Partnership secure drive they will be deleted from Paddington Partnership employees' phones / cameras. Photographs and videos will be taken on Paddington Partnership employees' work phones as opposed to personal devices.

As a matter of course we do not collect or store sensitive data (e.g. allergies and medical information), however there are some situations where this will occur, including:

- If you are participating in a volunteering event and have declared a medical condition in advance
- If the nature of the volunteering you are participating in requires that this information is known – e.g., if you are working in a kitchen environment we would need to know if you had any food allergies
- If an accident or incident occurs at a volunteering event an accident form will be completed at the site of the volunteering by the charity partner and a separate record will be kept by The Paddington Partnership. This helps us to monitor and review all volunteering activities and ensure activities remain safe for all participants. A copy of the accident report completed by The Paddington Partnership will be sent electronically to the volunteer(s) involved. All accident records are kept for five years at which point they are destroyed in confidential waste / electronic copies are deleted.

If we are going to collect this data we will communicate with you about the reasons for collecting and storing the data and how we will store it to ensure your privacy is maintained and gain your consent and permission to do this.

Some skilled volunteering may require greater information to be collected about a volunteer. For example, a copy of your CV may be requested prior to participation in a mentoring programme, to help match you to a mentee. In these instances the data we hold on you will be held only for the length of your involvement in the specific project, in password protected electronic folders. If the data is to be shared with a charity partner you will be informed in advance and the Community Programme Manager will ensure material is destroyed by the charity partner at the end of the project.

The Paddington Partnership does not undertake DBS or List 99 (safeguarding) checks on behalf of organisations it sends volunteers to and does not have access to the personal data you provide on these forms. The schools and charities we work with that require volunteers to complete DBS checks

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all have their own privacy policies and measures in place to keep your personal information safe. Occasionally we support volunteers by scanning copies of ID (passports, driving licence etc.) to help with completing DBS forms. In these instances all scanned ID is destroyed immediately once the DBS check is completed and stored in password protected folders whilst held by us. If you have any questions about the process of completing a DBS check and who will have access to the information you provide, please contact us (our contact details can be found at the end of this Privacy Policy). If a DBS check were to flag a safeguarding concern, The Paddington Partnership and the charity partner would keep this information confidential; unless the volunteer's paid employment involves them working with vulnerable people. It is the employer's responsibility to carry out appropriate due diligence checks on employees.

## **As a charity or school promoting a volunteering activity**

If you are an organisation looking to promote a volunteering role via The Paddington Partnership, we will collect your contact details so that we can keep in touch with you about potential volunteers. We will hold this information for a maximum of five years. If you no longer wish to recruit volunteers and do not want us to contact you, you can ask for your contact details to be removed at any time. Our contact details can be found at the end of this privacy policy.

With your consent, and that of the participating volunteers, photographs (and occasionally film) will be taken at volunteer events. These photos and film will be used on our website, social media accounts and in marketing collateral. A selection of photographs taken at volunteer events will be shared with the charity partner, including all of those which include service users / clients. We will always follow the photography policy of a charity partner. Photographs taken at volunteer events will be deleted after five years – although any used on our website, social media pages and in marketing collateral will remain. We would ask that charity partners also delete any photographs we have shared with them after five years.

Some volunteering activities may require personal data about your clients, service users or students to be shared with The Paddington Partnership and our volunteers. For example, if volunteers are delivering a mentoring programme or conducting mock interviews, they may be given copies of CVs. In these instances we request that CVs do not contain full names or personal contact information (address, email etc). The CVs will be destroyed by us at the end of the volunteering project.

## **Virtual volunteering**

The Paddington Partnership delivers an extensive virtual volunteering programme alongside its in-person activity. This volunteering is also covered by our privacy policy. To protect volunteers and charity partners and their service users, we:

- Host telephone discussion groups using the teleconferencing package Flip Connect. This means volunteers and participants are dialled into the call and do not share contact details. All calls are hosted by a Paddington Partnership colleague for safeguarding and to ensure their smooth running.
- Volunteers and service users participating in virtual events on Zoom or Microsoft Teams e.g. quizzes or book club, are contacted separately with log in details so that email addresses are not shared. All virtual events are hosted by a Paddington Partnership colleague for safeguarding and to ensure their smooth running.

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- All virtual talks involving young people (e.g. career talks and assemblies) are recorded by the participating school or college for safeguarding. These videos are stored by the school or college in line with their privacy policies. A member of school staff will always be present at virtual sessions for safeguarding and to oversee their smooth running.
- Where mentoring programmes are delivered virtually, participating volunteers will be required to complete a DBS check in advance, if they are working one-to-one with students under the age of 16. Students will all participate in mentoring sessions in the same classroom via school computers / school devices and a teacher will be present throughout to monitor activity and for safeguarding. No personal contact details for students will be shared with volunteers.
- With the consent of participating volunteers and service users, screen shots will be taken at volunteer events to provide a record of volunteering activity. These images will be shared with participants and, where appropriate, charity partners. They will be used on social media and The Paddington Partnership website to raise the profile of virtual volunteering. All images will be destroyed after five years.

## Using our website

Like many websites, The Paddington Partnership website uses 'cookies' to help us make our website – and the way you use it – better. Cookies mean that a website will remember you. They're small text files that sites transfer to your computer (or phone or tablet). They make interacting with a website faster and easier – for example by automatically filling your name and address in text fields. In addition, the type of device you're using to access our websites or apps and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you're using, what your device settings are and why a crash has happened. Your device manufacturer or operating system provider will have more details about what information your device makes available to us. We use Google Analytics to track visits to our website (e.g. which pages are visited the most). The lawful bases for processing the data you provide us with are consent, performance of contract and legitimate interest.

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites, and such sites are not governed by this Privacy Policy.

## What we do with the information you provide

We will use the data we collect to undertake the following actions:

### Day to day operations

- Email you directly about opportunities or events which we believe may be of interest based on our previous communication with you. For example, if you have previously told us you enjoy gardening and we are urgently looking for a volunteer to help with a gardening project; or if you are a charity and we hear of an exciting fundraising opportunity we believe may be of interest to you
- If you are new to working with the Partnership or your company has not previously subscribed before, we may email you separately to welcome you and offer our volunteering services.

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## Reporting

- We will produce impact reports, infographics and case studies using photographs, quotes and data contained in feedback surveys following your volunteering. If we have the explicit and informed consent from all parties represented in the case study, this information may be made public by us at events, in materials promoting our work (including on our website) or in documents such as an The Paddington Partnership annual impact report.

## How we look after your personal information and keep it safe

The Paddington Partnership has measures in place to protect information you provide us with.

Only employees who need information to perform a specific job (e.g. producing volunteer impact reports) have access to your personal information. Our staff receive training and support on how to keep online and paper-based records safe from cyber-attack, misplacement, loss or breach - both in and out of our office premises.

The computers and servers on which your personal information is stored are password protected with firewall controls and kept in a secure environment.

Any personal information stored on paper is locked away when not in use and disposed after use securely using document shredders or confidential waste.

Any personal information you send to us in writing or by email may be insecure during transit and The Paddington Partnership cannot guarantee its delivery.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors. We will only ever share your data in other circumstances if we have your explicit and informed consent.

## How long will we keep your information?

We only hold your information for as long as is necessary for the purpose we are holding it and regularly review the information we hold and delete what is no longer required.

- We hold records relating to volunteering activity for five years to enable us to track the impact and reach of the Community Programme over time.
- We hold photographs and film from volunteer events for seven years. Photographs and film are such a powerful tool to help showcase the impact of the Community Programme.
- We hold project specific personal information e.g. CVs for the length of the project. If a particular volunteer or participant leaves the project early, their data will be destroyed at the time of their departure.
- We hold details about volunteering opportunities received from charitable organisations and schools for five years and will contact charity partners every six months to review if the opportunity is still available.

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## How to access the information we store about you

You may opt out of receiving communications from us at any time. Please email [volunteer@thisispaddington.com](mailto:volunteer@thisispaddington.com) to:

- See what data we hold about you
- Update or correct any data we hold about you
- Request for the data we hold on you to be deleted
- Express any concerns you have about our use of your data

The Paddington Partnership may require a copy of appropriate evidence such as a passport, driving licence, recent bank statement or utility bill prior to responding to a subject access request, in order to verify your identity. The Paddington Partnership will respond to all requests related to your personal information within one month of receipt.

## Updates to this Privacy Policy

This Privacy Policy will be reviewed from time to time and any updates made to The Paddington Partnership Privacy Policy will be shown on this page. If we make any significant changes in the way we treat your personal information we will make this clear on our website and may contact you directly.

## Our contact details

The Paddington Partnership is registered in England under company number 4193693.

The registered office is The Paddington Partnership, 7 Praed Street, London W2 1NJ.

If you have any concerns or questions about this Privacy Policy, please contact us by calling the main office on 020 3145 1200 or by emailing [volunteer@thisispaddington.com](mailto:volunteer@thisispaddington.com)

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