

Privacy Policy

liv.investinginvolunteers.org.uk knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. The site is managed and maintained by NCVO, Volunteer Now, Volunteer Scotland, and Wales Council for Voluntary Action.

This notice describes our privacy policy. By visiting www.investinginvolunteers.org.uk you are accepting and consenting to the practices described in this privacy notice.

Collecting your personal data

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation (GDPR).

Any personal data provided or to be gathered by www.iiv.investinginvolunteers.org.uk is controlled by the national organisation with which you register your details. This organisation is the Data Controller.

When registering on iiv.investinginvolunteers.org.uk, the user is required to choose a country to register with. The respective national organisation of that country is the sole owner of the registration information.

The information submitted at registration is stored on a secure online database.

The Legal Basis and purpose of processing

The legal basis for processing your personal data is our 'legitimate interest'. Processing is necessary:

- for the administration of your Investing in Volunteers journey
- to enable us to communicate with you about Investing in Volunteers
- to enable us to monitor the uptake and organisations' experience of Investing in Volunteers.

Contacts will be added to the Data Controller's national databases, CRM systems and spreadsheets. Below are the links to the different privacy policies:

NCVO – <https://www.ncvo.org.uk/privacy>

Volunteer Now – <http://www.volunteernow.co.uk/privacy-policy>

Volunteer Scotland – <https://www.volunteerscotland.net/terms-conditions/privacy-notice/>

WCVA – <https://www.wcva.org.uk/about-us/privacy-notice>



Sharing and use of your personal data

Information collected by the national organisations will be shared with:

- assessors in order that they can carry out assessment processes;
- national organisations may access your personal data for monitoring and evaluation purposes;
- for evaluation purposes, data may be shared with an external contractor;
- your data will not be shared outside of the European Economic Area.

Cookies

A cookie is a piece of data stored on the user's computer tied to information about the user. [Usage of a cookie is in no way linked to any personally identifiable information while on our site.] We use only session ID cookies. For the session ID cookie, once users close the browser, the cookie simply terminates.

Log Files

Like most standard website servers, we use log files. This includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyse trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for aggregate use. IP addresses, etc. are not linked to personally identifiable information.

Legal Disclaimer

Though we make every effort to preserve user privacy, we may need to disclose personal information when required by law wherein we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process served on our website.

Security

Information held online is held on a shared secure server regularly updated with security patches as they become available. Our server is protected by multiple firewall and located in a high security facility.

Links

This website contains links to other sites. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected by this website.



Updating/Deleting Personal Information

A user may log in to iiv.investinginvolunteers.org.uk using their unique username and password.

It is not possible for a user to delete their details via this website. To do this they must contact the national organisation they are registered with either by phone, letter or email. Your country manager will delete your information on request.

We will keep your data until such time as your organisation's registration account is superseded by a more recent account, or until you ask for your account to be deleted.

Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the [following rights](#):

- your right to correct information we hold about you that you think is wrong or incorrect
- your right to be informed about how we use your data
- your right to request a restriction is placed on the processing of personal data
- your right to object to our processing of your personal data
- your right of access to the personal data which the relevant national organisation holds about you
- your right to request that your personal data be erased, where it is no longer necessary for the national organisation to retain this.

Notification of Changes

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We will use information in accordance with the privacy policy under which the information was collected.

If, however, we are going to use users' personally identifiable information in a manner different from that stated at the time of collection we will notify users via email. Users will have a choice as to whether or not we use their information in this different manner. However, if users have opted out of all communication with the site, or deleted/deactivated their account, then they will not be contacted, nor will their personal information be used in this new manner. In addition, if we make any material changes in our privacy practices that do not affect user information already stored in our database, we will post a prominent notice on our website notifying users of the change. In some cases where we post a notice we will also email users, who have opted to receive communications from us, notifying them of the changes in our privacy practices.



Contact Information

If users have any questions or suggestions regarding our privacy policy, please contact the relevant Data Protection Officer:

NCVO - ncvo@ncvo.org.uk / 020 7713 6161.

Volunteer Now - kelli.cleland@volunteernow.co.uk / 028 9023 2020.

Volunteer Scotland - hello@volunteerscotland.org.uk / 01786 479 593.

WCVA - dpo@wcva.org.uk / 0300 111 0124.

How to complain

Please contact the relevant Data Protection Officer in the first instance if you are unhappy about how we have used your personal information.

You have the [right to complain](#) to the Information Commissioners Office.

Postal addresses and contact details for ICO Offices can be found [here](#).

The ICO website address is <https://ico.org.uk/>.

