

Privacy Notice - Volunteer Centre Sutton (VCS)

1. About this Privacy Notice

Volunteer Centre Sutton (VCS) takes the privacy and security of personal information seriously.

This Privacy Notice explains how we collect, use, store, protect and share personal information when we provide our services, work with volunteers and organisations, deliver community programmes, communicate with supporters, recruit staff and volunteers, operate our websites and manage our organisation.

It also explains your rights in relation to your personal information and how you can contact us if you have a question, concern or request about how we use your information.

This Privacy Notice applies to personal information relating to people who:

- use or are referred to our services;
- volunteer with VCS or through our volunteering services;
- contact or engage with VCS;
- subscribe to our newsletters or other communications;
- attend our events, training or activities;
- work with us or represent an organisation that works with us;
- apply for employment or volunteering opportunities;
- donate to or otherwise support VCS;
- participate in our projects and programmes; or
- use our websites and online services.

VCS may operate a number of projects and services, including volunteering services, Mentoring, Advocacy & Peer Support (MAPS), Befriending and other community programmes. The information we collect and how we use it will depend on the service or activity involved.

2. Who we are

Volunteer Centre Sutton is the working name of Sutton Borough Volunteer Bureau, a Charitable Incorporated Organisation (CIO), registered charity number 1048978.

For data protection purposes, Sutton Borough Volunteer Bureau is generally the data controller for the personal information we collect and use in delivering our own services and activities.

Our current office address is:

Volunteer Centre Sutton
3rd Floor, Carew House
Railway Approach
Wallington
SM6 0DX

Created: August 2026
Update: September 2028

Telephone: 020 8661 5900
Email: hello@vcsutton.org.uk

Where another organisation determines the purposes and means of processing personal information, that organisation may be the data controller instead. Where appropriate, we will explain this to you.

3. What personal information do we collect?

We only collect information that is relevant and necessary for the purposes for which we are using it.

Depending on your relationship with VCS and the services you access, this may include:

Contact and identification information

- name;
- title;
- date of birth or age;
- address;
- postcode;
- telephone number;
- email address;
- preferred method of communication;
- emergency contact or next-of-kin information where appropriate.

Information relating to volunteering

If you volunteer with us or use our volunteering services, we may collect information such as:

- volunteering interests and preferences;
- availability;
- skills, experience and qualifications;
- employment or education information where relevant;
- references;
- information relating to your suitability for particular volunteering roles;
- DBS information where a role requires appropriate checks;
- records of volunteering activity, training and support;
- information about reasonable adjustments or additional support required.

Information relating to our services and projects

If you use or are referred to one of our services or projects, we may collect information necessary to assess your needs, provide appropriate support, monitor outcomes and meet our contractual, safeguarding and reporting responsibilities.

This may include:

- referral information;

- education and employment information;
- support needs;
- information about family or household circumstances where relevant;
- information about wellbeing or mental health where necessary to provide the service;
- information about disabilities or additional needs;
- information about safeguarding concerns;
- records of contact, support, mentoring, advocacy or befriending;
- outcomes and feedback;
- information provided by professionals, schools, colleges, local authorities, health or social care professionals, families or other referring organisations.

We will only collect information that is relevant to the particular service and will seek to avoid collecting information that we do not need.

Staff, volunteer and recruitment information

For staff, prospective staff and volunteers, we may collect information such as:

- employment history;
- education and qualifications;
- references;
- salary and payroll information;
- right-to-work information;
- DBS information where applicable;
- training records;
- absence and occupational information where necessary;
- information required to manage employment or volunteering relationships.

Financial information

Where necessary, we may collect various bank details, payment and donation information and financial information required for employment, reimbursement or contractual purposes.

Website and technical information

When you use our websites, we may collect technical information, browser type, operating system and particular information about how you use our website and links or communications you interact with.

The information collected will depend on the cookies and similar technologies that are active on our website.

4. Special category information

Some of the information we process may be considered special category personal data under data protection law.

This can include information relating to:

- health;
- disability;
- racial or ethnic origin;
- sexual orientation;
- religious or philosophical beliefs;
- genetic or biometric information where applicable.

Because VCS works with children, young people, adults experiencing disadvantage and people who may have additional support needs, there may be circumstances where processing this type of information is necessary to provide an appropriate and safe service.

We will only process special category information where we have a lawful basis under data protection law and an appropriate additional condition for processing special category data.

Where appropriate, this may include processing necessary for:

- providing or managing health or social care services;
- safeguarding children and adults at risk;
- substantial public interest;
- employment and social protection law;
- establishing, exercising or defending legal claims;
- reasons of substantial public interest where permitted by law;
- explicit consent where this is the appropriate basis.

We will limit access to special category information to people who need it for legitimate and authorised purposes.

5. Information relating to children and young people

VCS provides services and support to children and young people, including through MAPS and other programmes.

We recognise that children and young people may require additional protection when their personal information is processed.

We will:

- collect only information that is necessary and proportionate;
- explain, in an age-appropriate way where appropriate, how information is used;
- consider the child's age, understanding and circumstances;
- apply appropriate safeguarding and confidentiality arrangements;
- limit access to information to people who need it for their role;

- take additional care when processing information that could present a particular risk to a child or young person.

Where appropriate, we may obtain information from parents, carers, schools, colleges, local authorities, social workers, health professionals or other organisations involved in supporting the child or young person.

A parent or carer does not automatically have a right to access all information held about a child. Requests will be considered in accordance with data protection law, the child's age and understanding, safeguarding considerations and the circumstances of the request.

6. How do we obtain personal information?

We may collect personal information directly from you, when you contact us by telephone, email, post or through our website or when you complete an application, referral or registration form.

If you register for volunteering, attend an event, training session or activity or subscribe to a newsletter or other communication we may hold specific information.

This information may come from various sectors, charities, health or social care professionals, schools, colleges, or local authorities and from families, parents or friends.

7. Why do we use personal information?

We use personal information for purposes including:

- providing volunteering opportunities and support;
- recruiting, supporting and managing volunteers;
- delivering MAPS, Befriending and other community services;
- assessing needs and providing appropriate support;
- safeguarding children, young people and adults at risk;
- communicating with residents, volunteers, organisations and supporters;
- managing referrals;
- monitoring and evaluating our services;
- measuring outcomes and social impact;
- meeting the requirements of funders and commissioners;
- complying with contractual and legal requirements;
- administering donations and Gift Aid;
- recruiting and managing staff;
- organising events and training;
- improving our services and websites;
- responding to enquiries and complaints;
- preventing fraud and protecting our organisation and service users;
- establishing, exercising or defending legal claims;
- maintaining appropriate organisational and financial records; and

- carrying out other lawful activities necessary to operate VCS as a charity.

Where information is required to provide a service, meet a contractual requirement, comply with the law or fulfil a safeguarding responsibility, choosing not to provide the information may mean that we cannot provide some services.

8. Our lawful bases for processing

Data protection law requires us to have a lawful basis for using personal information.

Depending on the circumstances, VCS may rely on one or more of the following lawful bases:

Consent - We may ask for your consent where consent is the appropriate lawful basis.

Where we rely on consent, you can normally withdraw it at any time. Withdrawal of consent does not affect the lawfulness of processing that took place before consent was withdrawn.

Contract - We may process information where this is necessary to enter into or perform a contract with you.

Legal obligation - We may process information where this is necessary to comply with a legal obligation.

Legitimate interests - We may process information where this is necessary for our legitimate interests, or those of a third party, provided that these interests are not overridden by your rights and freedoms. Our legitimate interests may include operating and administering VCS, providing and improving our services, communicating with people who engage with our work, managing volunteers, maintaining relationships with organisations and supporters, protecting our organisation and undertaking appropriate fundraising and marketing activities.

Where we rely on legitimate interests, we consider whether the processing is necessary and whether our interests are appropriately balanced against your rights.

Public task - Where applicable, we may process information where this is necessary for a task carried out in the public interest or in the exercise of official authority.

Vital interests - In exceptional circumstances, we may process information where this is necessary to protect someone's vital interests.

Special category information - Where we process special category information, we will also identify an appropriate additional condition under data protection law.

9. Funders and commissioners

Many VCS services are funded or commissioned by external organisations.

This may mean that we are required to collect and report certain information about people using our services.

For example, we may need to provide funders or commissioners with information about:

- numbers of people supported;
- demographic information;

- service activity;
- outcomes;
- anonymised or pseudonymised information;
- case studies or feedback where appropriate;
- safeguarding or service-related information where legally required.

We will only share personally identifiable information where there is a lawful basis for doing so and where the sharing is necessary and proportionate.

Where possible, information used for reporting and evaluation will be aggregated, anonymised or pseudonymised.

10. Who might we share personal information with?

We do not sell personal information.

We may share information where this is necessary, lawful and proportionate, including with:

- organisations funding or commissioning our services;
- local authorities;
- schools, colleges and educational organisations;
- health and social care professionals;
- safeguarding partners;
- organisations involved in providing a service to you;
- professional advisers;
- IT, database and software providers acting on our behalf;
- volunteering platforms;
- email and communications providers;
- payment and donation providers;
- DBS or other relevant checking services;
- regulators or statutory bodies;
- emergency services or law enforcement agencies where appropriate;
- courts or legal representatives where required;
- partner organisations involved in delivering a service.

Where we use an external organisation to process information on our behalf, we will take appropriate steps to ensure that the organisation provides appropriate security and complies with applicable data protection requirements.

11. Safeguarding and confidentiality

We respect confidentiality, but confidentiality is not absolute.

If we believe that sharing information is necessary to protect a child, young person or adult at risk, or to prevent serious harm, we may share information without consent where permitted or required by law. We may also share information where required by law, court order or other legal obligation. Any sharing will be considered carefully and will be limited to information that is relevant and necessary for the purpose.

Our safeguarding policies provide further information about how safeguarding information is managed.

12. International transfers

Some of the organisations that provide technology, communications or other services to VCS may process information outside the United Kingdom.

Where personal information is transferred outside the UK, we will ensure that the transfer is permitted under applicable data protection law and that appropriate safeguards are in place where required.

These safeguards may include an adequacy decision or appropriate contractual or other safeguards recognised by UK data protection law.

13. How we protect personal information

We use appropriate technical and organisational measures to protect personal information against:

- unauthorised access;
- accidental loss;
- misuse;
- alteration;
- unauthorised disclosure;
- destruction.

These measures may include access controls, passwords, user permissions, secure systems, staff training, confidentiality requirements, appropriate policies and procedures, secure storage and regular review of information security arrangements.

No method of transmitting or storing information can be guaranteed to be completely secure. However, we take reasonable and proportionate steps to protect the information we hold.

14. How long do we keep personal information?

We retain personal information only for as long as we need it for the purpose for which it was collected and in accordance with our legal, regulatory, contractual and organisational responsibilities.

Different types of information have different retention periods.

For example, we may need to retain certain records for longer periods because of:

- safeguarding requirements;
- legal obligations;
- employment requirements;
- contractual requirements;
- funder or commissioner requirements;
- financial and accounting requirements;
- insurance purposes;
- legal claims;
- regulatory requirements.

Our retention arrangements are reviewed regularly. When information is no longer required, we will securely delete, destroy or anonymise it as appropriate.

15. Your data protection rights

Subject to certain legal exemptions and limitations, you have rights in relation to your personal information.

These may include the right to:

Request access - You can ask us for a copy of the personal information we hold about you. This is known as a **Subject Access Request (SAR)**.

Request correction - You can ask us to correct inaccurate or incomplete information.

Request erasure - In certain circumstances, you can ask us to delete your personal information.

The right to erasure is not absolute. We may need to retain information where we have a legal, contractual, safeguarding or other lawful reason to do so.

Request restriction - In certain circumstances, you can ask us to restrict how we use your personal information.

Object to processing - You may have the right to object to certain processing, including processing based on legitimate interests, public task or certain research purposes.

You have an absolute right to object to direct marketing.

Withdraw consent - Where we rely on your consent, you can withdraw that consent at any time.

VCS does not routinely make significant decisions about service users, volunteers or supporters solely through automated decision-making.

16. Making a data protection request

If you wish to exercise one of your rights, please contact us using the details below. You do not normally have to use a particular form or wording to exercise your rights. We may need to ask for information to confirm your identity where this is reasonably necessary to protect your personal information. We will normally respond to requests within the applicable legal time period.

Following the Data (Use and Access) Act 2025, the time period for responding to certain data protection requests may begin when we receive the request, information required to confirm identity, or any applicable fee. We may also ask for clarification where this is necessary to identify the information being requested.

We will only ask for information that is reasonably necessary to deal with your request.

17. Complaints about the use of your personal information

If you are concerned about the way VCS has used your personal information, we encourage you to contact us first so that we can investigate and try to resolve the matter.

You can make a data protection complaint by email: hello@vcsutton.org.uk

Post:

Volunteer Centre Sutton
3rd Floor, Carew House
Railway Approach
Wallington
SM6 0DX

We will help you to make a complaint where reasonably required. We will acknowledge a data protection complaint within 30 days and will investigate and provide an outcome without undue delay. If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO). The ICO is the UK's independent regulator for data protection and information rights.

18. Marketing and communications

We may contact people about VCS news, volunteering opportunities, events, fundraising, campaigns and other activities where we have a lawful basis to do so. Where consent is required, we will ask for it. Where permitted by law, charities may be able to use the soft opt-in rules for electronic marketing to existing supporters or people who have expressed an interest in the charity's work, provided the relevant legal requirements are met and an appropriate opportunity to opt out is provided.

You can unsubscribe from marketing communications at any time.

Every relevant marketing email will provide an appropriate way to unsubscribe.

You will continue to receive essential service, transactional, safeguarding or legal communications where these are necessary.

19. Photographs, video and audio recordings

We may take photographs, video or audio recordings at events and activities for purposes such as:

- promoting volunteering;
- demonstrating our impact;
- reporting to funders;
- producing publications;
- social media;
- our website;
- publicity and communications.

Where consent is the appropriate lawful basis, we will seek consent separately and explain how the material will be used.

We will take particular care when photographs, video or other media involve children or vulnerable people.

You can contact us if you wish to withdraw consent where consent was the basis for using the material.

20. Our websites and cookies

Our websites use cookies and similar technologies.

Cookies may be used for purposes including:

- ensuring the website operates correctly;
- remembering preferences;
- improving website functionality;
- understanding how visitors use our website;
- measuring website performance.

Some cookies may be strictly necessary for the operation of the website. Other cookies or similar technologies may require your consent. Where consent is required, we will provide an appropriate mechanism for you to accept or refuse non-essential cookies. You can also control cookies through your browser settings.

Our use of cookies and similar technologies will be reviewed regularly to ensure that our website remains compliant with applicable data protection and electronic communications law.

21. Third-party websites and services

Our website may contain links to external websites and services. These websites have their own privacy and cookie arrangements and are not covered by this Privacy Notice.

We may also use third-party platforms and services to provide particular functions, such as:

- databases;

- email newsletters;
- online forms;
- event registration;
- website analytics;
- payment and donation services;
- social media platforms.

Where we use these services, the relevant provider may process personal information in accordance with its own privacy notice and contractual arrangements with VCS.

We will take reasonable steps to ensure that our use of third-party providers is appropriate and lawful.

22. Data breaches

If VCS becomes aware of a personal data breach, we will assess the breach and take appropriate action in accordance with data protection law. Where required, we will notify the Information Commissioner's Office and affected individuals within the applicable legal timescales. We will also take steps to contain, investigate and learn from any breach and reduce the risk of recurrence.

23. Changes to this Privacy Notice

We review this Privacy Notice regularly to ensure that it remains accurate and reflects changes to our services, technology and applicable law.

If we make significant changes to how we use personal information, we will update this notice and, where appropriate, notify affected individuals directly.

24. Contact us

If you have any questions about this Privacy Notice, wish to exercise your data protection rights, or want to raise a concern about the way we use your personal information, please contact us.

Volunteer Centre Sutton

Sutton Borough Volunteer Bureau
3rd Floor, Carew House
Railway Approach
Wallington
SM6 0DX

Telephone: 020 8661 5900

Email: hello@vcsutton.org.uk

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V1.0	Anita Maulin Steward	Jan 2019	Jan 2019	Original policy release. Update onto website
V2.0	Anita Maullin	Aug 2026	September 2026	Full statutory update UK Data (Use and Access) Act 2025 compliance (including Section 164A complaints-handling procedures, stop-the-clock SAR mechanisms, and updated PECR e-privacy enforcement standards).