

# Privacy Notice

02/03/2022

## 1. Introduction

- 1.1. Nightline recognises the importance of a Privacy Notice in order to ensure compliance with the law, maintenance of good practice, protection of service users, and the protection of Nightline itself.
- 1.2. Nightline is registered with the Information Commissioner's Office on the Registry of data controllers

## 2. Why we collect data

- 2.1. We aim to minimise as much as possible the amount of personal data we process. We may process personal data where the law requires us to do so, in order to safeguard vulnerable individuals, to protect our volunteers' wellbeing and to continuously improve and develop the services we provide.
- 2.2. All of our practices comply with UK GDPR. We have lawful bases for processing your personal data and special category data. The main lawful bases we rely upon are:
  - 2.2.1. We have a legal obligation in cases of safeguarding or terrorism
  - 2.2.2. Protecting vital interests
  - 2.2.3. Our legitimate interests as an active listening and information service

## 3. How we protect your data

- 3.1. We only collect the data we need and we only share it on a need-to-know basis.
- 3.2. Volunteers cannot see or trace phone numbers, email addresses or IP addresses.
- 3.3. Nightline volunteers are extensively trained regarding confidentiality.
- 3.4. We do not share personal data externally with the exception of the circumstances outlined in this policy and in our confidentiality policy. In this situation, we will always make you aware of how your personal data might be affected and will always check that the external organisation's systems comply with privacy laws and have robust privacy and security practices.
- 3.5. We use Three Rings to manage our teamwork, you can read about their privacy policy here: <https://www.threerings.org.uk/privacy-policy/>
- 3.6. We store data on Google Workspace. It is secured and supported by Google and has been security assessed by the National Cyber Security Centre.
- 3.7. In the case of a data breach, we will inform the relevant supervisory authority, keep a record of such a breach and, if possible, inform the data subjects.

## 4. How we process your data

- 4.1. Service users

- 4.1.1. Nightline stores anonymised call information for the purpose of compiling statistics
- 4.1.2. No personal data from a call is stored
- 4.1.3. Nightline will break confidentiality only in specific circumstances as detailed in our confidentiality policy.
- 4.2. Volunteers and potential volunteers
  - 4.2.1. For recruitment purposes, personal data is collected from anyone who registers interest in volunteering.
  - 4.2.2. Personal data of unsuccessful applicants is deleted after two months unless consent has been given to recontact them at the next recruitment drive
  - 4.2.3. We store information about our current volunteers on three rings in order to run our service.
  - 4.2.4. This information is entered by the volunteer themselves as proof of consent.
  - 4.2.5. This information is deleted or anonymised after the volunteer leaves the service.

## **5. Your rights**

- 5.1. You have the right to be provided with clear, transparent and easily understandable information about how we use your information and rights. This is why we are providing you with the information in this policy. If you have any additional questions, you can contact us using the contact details at the end of this policy.
- 5.2. You always have the right to object to certain types of processing, including the option to stop receiving information from us across all of our communication channels (which is known as processing for direct marketing). This is at your discretion and we will respect your choice. However, for us to enact this we encourage you to notify us. You can use unsubscribe links on emails or contact us using the contact details at the end of this policy.
- 5.3. You, or an organisation with legal purpose, can request a copy of your personal data for legitimate purposes. This is known as a 'Subject Access Request'. To request this, contact us using the contact details at the end of this policy. Please note that proof of identity may be required and providing the reason for your request will allow us to respond most appropriately. We may ask for further details if needed.
- 5.4. This is where you can request that we delete the data that we hold on you. Please note that this will not apply if there is a lawful basis for us to continue to use the data we hold about you. To request this, contact us using the contact details at the end of this policy.
- 5.5. As detailed above you can make corrections to the data we hold about you. To request this, contact us using the contact details at the end of this policy. You have rights to 'block' or suppress further use of your information. When processing is restricted, we can still store your information, but may not use it further. We keep lists of people who have asked for further use of their information to be 'blocked' to make sure the restriction is respected in future.

- 5.6. You have rights to obtain and re-use your personal data for your own purposes across different services.
- 5.7. You can lodge a complaint about the way we handle or process your personal data with us or your national data protection regulator.

## **6. Contact**

- 6.1. You can contact us through any of the channels listed on our website