Volunteer Privacy Statement

Save the Children UK is committed to protecting your personal data. Please read this statement carefully to understand how we collect, use and store personal data belonging to volunteers, those applying to become volunteers, their referees, parent or guardian (for those under 18 and adults at risk) and emergency contacts.

This is in addition to the Privacy Policy available on our website, which describes how we collect, use and store personal data belonging to individual supporters; for example, those who engage with us by making a donation, supporting a campaign, or participating in a fundraising event, such as Christmas Jumper Day.

The processing of your personal data is carried out by or on behalf of Save the Children Fund, a registered charity in England and Wales (213890), Scotland (SC039570) and Isle of Man (No. 199), and a registered company in England and Wales (178159), referred to throughout this Statement as "Save the Children UK".

How can you contact us?

If you have any questions or concerns regarding this Privacy Statement or our processing of your personal information, please contact:

The Data Protection Officer
Save the Children UK
1 St John's Lane
London
EC1M 4AR
Email: dataprotection@savethechildren.org.uk

Or contact the Volunteering team by email at volunteersupport@savethechildren.org.uk or by telephone on 020 3763 0260.

Notification of change of Privacy Statement

This Privacy Statement may change from time to time. For example, if there are new legal requirements. Please visit this website section periodically in order to keep up to date with the changes in our Privacy Policy. We will notify you about significant changes by posting a notice on the Assemble News page and/or in our volunteer newsletter.

How do we collect your information?

We collect personal data directly from you when you submit a volunteer application to Save the Children UK or update your personal details either through a paper form, your volunteer manager, our Volunteering team or in Assemble, our volunteer management system.

We may also receive information about you from third parties, such as your referees and the company that performs security background checks.

We may collect information about you whenever you interact with us, for example, when you contact Save the Children UK regarding our activities, send or receive information, engage with our social media or post on Assemble, our volunteer management system.

We may collect aggregated or anonymous information when you visit Assemble, our website or interact with our content. For example, we may collect information about the services you use and how you use them, like how you found us and what resources you download and access. Please see our Cookie Policy for more detail.

What personal data do we collect?

The information we collect about you may include:

- The information included in your volunteer application either by filling out a paper form or submitting it through Assemble;
- Information about your interactions with us and other relevant information you share with us about yourself during the volunteer application process, including during formal or informal interviews or discussions;
- Information that you share with us for equality, diversity and inclusion purposes, for example information relating to your socioeconomic background or certain types of special category personal data;
- Information about you received from your references or through our routine security background checks, as well as any information you provide in relation to unspent convictions;
- Your bank details if you apply for reimbursement of expenses;
- Information about your volunteer induction and any other training you may be asked to complete as a volunteer, including any training records;
- Information about your role and activities as a volunteer, for example records of your volunteering hours and any absences, for example if your role is on hold as you are taking a break from volunteering for up to six months
- Any information collected from, or about you under our Volunteering Policy. Guidance on this is available on Assemble or contact the Volunteering team on 020 3763 0260.

Volunteer applications and associated records are made and kept through Assemble, our online volunteer management system. In some instances, applications will be initially received on a paper form and transferred to Assemble. Information about volunteers who were active in 2016 and later, including applications, have been transferred to Assemble. Historic applications that were made on paper forms may still be stored in locked files.

We may also collect and process information about your time with us throughout your volunteering experience, for example details about any training you undertake as well as our contacts with you through email, SMS, post, on the phone or in person (i.e., the date, time, and method of contact), details about your availability for volunteering shifts, your volunteering schedule, events or activities that you register for or attend and other support you provide to us as a volunteer. Other categories of information that we may collect and process are as follows:

- Where applicable, we may collect and process information about you that relates to a Problem Solving situation, including the outcome of any investigation, reports, minutes of meetings, and evidence collated during investigations such as interview transcripts, relevant messages and emails (including where appropriate messages sent by Teams, Messenger, WhatsApp or other message services), social media posts, and CCTV footage
- Where applicable, we may collect and process records relating to your access to our information technology systems, including user profiles, account and log-in information and access rights and information as to your interactions with those systems (details of systems and websites accessed, personal contacts stored, emails and other communications sent and received (including their content; and including communications sent using personal accounts) and telephone calls made and received (including their content, when you have been notified that calls are recorded))
- We may collect images of you, for example where you have consented to a photo
- We may collect and record any other relevant information you share with us about yourself, including your interests, skills or membership in other community groups.

Do we process 'sensitive' personal information?

Under data protection law, certain categories of personal information are recognised as special category or "sensitive", including health information, information about criminal convictions or allegations of criminal conduct, and information regarding race, religious beliefs, and political opinions ('sensitive personal data'). We may collect sensitive personal data about you. We would only collect and process sensitive personal data if there is a clear reason and lawful basis for doing so, such as where we need this information to ensure that we provide you with appropriate facilities or support, or to comply with our obligations to safeguard children and adults at risk.

On Assemble, applicants are required to answer diversity questions when initially completing their application form. This can also be added to or updated by you as a volunteer in the 'personal details' section. The information collected in this section includes, but is not limited to, information regarding gender, ethnic origin, disabilities, sexual orientation and religion.

We will use your sensitive personal information in the following ways:

- We will use information about your physical or mental health, or disability status, to ensure your health and safety whilst volunteering and to provide appropriate role adjustments.
- We will use information about your physical or mental health, disability status, race or national or ethnic origin, religion or beliefs, or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

Information regarding ethnicity, nationality, transgender, sexual orientation, religion and asylum and/or refugee background is used only for equality of opportunity monitoring purposes and is stored and processed in masked environments. Only those with senior level access permissions in the Volunteering team are able to access your information in way that could identify you.

When you apply for an opportunity with us, we will ask you if you have any unspent convictions. If you say yes, we will contact you for further information and work with our Safeguarding team to

consider your application. If you are applying for a role as a shop volunteer, we may also work with our Retail team to consider your application. Any information you provide about unspent convictions will be treated in confidence and only used to assess and decide the outcome of your application and identify whether a suitable volunteering opportunity exists for you.

How do we use your personal data?

Save the Children UK may use your personal data in several ways, including:

- to assess your suitability for volunteering, including taking up references, performing appropriate security checks, and considering any information that you provide about unspent convictions and previous workplace investigations;
- to create a record for you on Assemble and administer and manage volunteering activities;
- to record activities you undertake on our behalf
- to monitor and analyse recruitment and volunteering trends;
- to contact you about your volunteer role;
- to reimburse expenses you may have incurred as a volunteer;
- to create a general profile for you on our supporter database 'Salesforce';
- to create a user profile on a linked training platform (currently, 'Attensi')
- for Internal record keeping relating to donations, feedback or complaints;
- to provide you with the information volunteers may need to know about our work or our activities;
- To investigate and address any Problem Solving situation that arises;
- To analyse and improve the content and operation of Assemble;
- To invite you to participate in voluntary surveys or research;
- Where we are required by law to disclose or otherwise use your information; and
- If you are also signed up as an individual supporter, we may use your information in other ways, including for marketing purposes, please see our Privacy Policy for full details on this.

How will we disclose the personal data we have collected to outside parties?

Save the Children UK may allow certain service providers such as the company that manages Assemble to access your information. We enter into contracts with all service providers and agents who process personal data requiring them to comply with data protection laws and to ensure that they have appropriate controls in place to protect the security of your information.

Save the Children UK will always take up references (sometimes including criminal background checks) before making an offer of a volunteer role, and may do this at any stage of the recruitment process.

Save the Children UK generally will not share your personal data with other third parties except with your consent or where we have another legal basis to do so. However, other volunteers will be able to see your name on Assemble alongside any other details you opt to share such as a photograph or area of residence. There may also be some instances where we share your details with another volunteer where their role requires it, for example where there are volunteers with supervisory responsibilities.

In addition to this, we may disclose your personal data where if we are requested or required to do so by a regulator or law enforcement or in order to enforce or apply our rights or to protect Save the Children UK, for example in cases of suspected fraud or defamation, or in order to comply with and other applicable legal obligation.

How do we protect your personal data and how long do we keep it for?

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date and that we only keep it as long as is reasonable and necessary.

Although we use appropriate security measures once we have received your personal data, the transmission of information over the internet is never completely secure. Transmission is therefore at your own risk.

We may keep your personal data for a reasonable period of no more than six months (after the application is closed) if you have started an application with us but not completed it or been unsuccessful in gaining a volunteer role. If you cease volunteering with us, we will keep your information for seven years, after which time your record will be pseudo-anonymised.

If a volunteer belongs to a branch, then your data may also be held by that branch and may also be held by Save the Children UK. This Statement only describes how data is held by Save the Children UK in Assemble or and of our other centralised systems and not how such data is held by each branch. However, Save the Children UK has provided advice and support to branches in order to ensure that they understand how to use and protect and personal data that is in their care.

How do we use cookies on Assemble?

Cookies are small data files that are placed on your computer or mobile device when you visit a website and are widely used. Strictly necessary cookies are essential for the website to work so are always active. They make sure that security and basic features of the website function properly.

There are also analytical cookies to help understand how the website is used, and functional cookies so that your experience can be improved, This includes remembering your cookie preferences so that you do not need to choose them again the next time that you visit this site. You can choose not to allow these.

You can view the Assemble Cookie Policy for more information. At the bottom of each Assemble page you can click the Cookie settings to make any changes.

For more information about our use of cookies on our main website see our Cookie Policy. Save the Children UK also utilises third party analytics services to better understand usage of its services.

How can you update the information we hold about you?

You can update the information we hold about you by:

- Logging into Assemble and updating your personal details;

- Contacting our Volunteering team by email at volunteersupport@savethechildren.org.uk or by telephone on 020 3763 0260.

What other data protection rights do you have?

Under UK data protection law, you have certain rights over personal data that we hold about you. These rights are summarised below. Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances.

You can assert your rights, raise a concern, or make a complaint about how we process your personal data by contacting our Data Protection Officer or our Volunteering team. It will assist us, if you explain your request or concern and describe the personal information you are referencing as specifically as possible. In order to carry out your request, we may need to request further information or request that you provide proof of identity.

Your rights in relation to our processing of your personal data include the:

- Right to object to the processing of your data - you have the right to object to our processing of your personal data in certain circumstances. If you object, please explain your objection and the reason for it.

- Right to have inaccurate or incomplete personal data corrected or completed - if you believe our records of your personal information are inaccurate or incomplete, you have the right to ask us to correct or complete those records.

- Right to restrict processing — in certain circumstances, you have the right to ask us to stop making active use of the personal data that we retain in our records about you, if there is disagreement about its accuracy or legitimate usage.

- Right of erasure - in certain circumstances, you have the right to request that we delete your personal data from our records.

- Right of access - you can write to us to ask for confirmation of what information we hold relating to you and to request a copy of that information. Provided we are satisfied that you are entitled to see the information requested and we have successfully confirmed your identity, we will provide you with your personal data subject to any exceptions that apply. In responding to your request, we will conduct a reasonable and proportionate search of our records. Where we need clarification from you before we can respond, we may pause the response period until we have received the information we need.

- Right to receive your personal data in a portable format — in limited circumstances, where we are processing information you provided to us because you gave us your consent or because it is necessary for the performance of a contract and the processing is carried out by automated means, you may ask us to provide it to you in a portable format.

- Right to Complaint: you have the right to complain to us if you believe we have processed your personal data in a way that does not comply with data protection law.

You can raise a complaint with us by contacting our Data Protection Officer or Volunteering team by using the details at the top of this statement. If you are not happy with how we have handled your request or complaint, you can contact the Office of the Information Commissioner, which oversees the protection of personal data in the UK.

Why are we allowed to process your personal information?

This Privacy Statement takes into account several laws, including:

- the Data Protection Act 2018;
- the Privacy and Electronic Communications (EC Directive) Regulations 2003;
- the UK General Data Protection Regulation.
- Data (Use and Access) Act 2025

Generally, our processing of your personal information as described in this Statement is allowed by these laws based on one or more lawful grounds, including:

- Where you have provided your consent to us using your personal information in a certain way. For example, where you agree to fill out a voluntary survey. We also may ask for your explicit consent if you share sensitive personal information with us, such as when you provide us with certain optional diversity information.

- Where the processing is reasonably necessary to comply with a legal obligation to which we are subject. For example, we may rely on this basis where we are obliged to share your personal information with a regulator or HMRC.

- Where the processing is reasonably necessary for the purpose of a legitimate interest pursued by us or a third party and your privacy rights do not override the legitimate interest. Our “legitimate interests” include pursuing the aims and ideals of Save the Children UK through advocating and campaigning for the welfare of children, supporting children and families through our work in the UK and globally, and fundraising through direct marketing campaigns, emergency appeals, special events and our retail shops. However, "legitimate interests" can also include your interests, such as when you have requested information from us, and those of third parties, such as our beneficiaries. For example, we rely on legitimate interests for activities such as recruiting and recording volunteers through Assemble.

- Where we are relying on legitimate interests to process your personal information, we will consider and potential impact on you (positive or negative), your rights under data protection laws, and will not use your personal information for activities where the impact on you overrides the legitimate interests in the processing.

Where we process special category personal data (as mentioned above), we will make sure that we only do so where an additional condition for processing that type of data applies. . Depending on the purpose, this may include your explicit consent (for example, optional diversity information),

processing necessary for reasons of substantial public interest (such as equality of opportunity monitoring or safeguarding children and adults at risk), or processing necessary to protect someone's vital interests.

Children's Data

When you register as a volunteer with us, we ask for your date of birth. You agree that any information you provide us with about yourself upon registration or at any time is true. If you are aged under 18 and are applying for a role for which you are eligible, we will ask you to provide the contact details of a parent or guardian. We will contact them to give their consent for you to volunteer with us. This consent will be stored on your record. Part of this guardian consent is to ask for any medical conditions or allergies that we should be aware of. Consent for further roles and events are also logged in the same place.

A guardian portal exists for guardians to give consents and update details as required.

Adults' at Risk Data

If you meet certain criteria of being an adult-at-risk, this will be logged on your Assemble user record. In these cases, guardian consent may be required. If so, this consent will be stored on your Assemble record. Part of this guardian consent is to ask for any medical conditions or allergies that we should be aware of. Consent for further roles and events are also logged in the same place.

A guardian portal exists for guardians to give consents and update details as required.

Other Websites

We cannot be held responsible for the privacy of data collected by websites not owned or managed by Save the Children UK, including those linked through our website.

Emails Terms of Use

Emails aren't always secure, and they may be intercepted or changed after they've been sent. Save the Children UK doesn't accept liability if this happens. The contents of emails reflect their author's views and not necessarily those of Save the Children UK.

Last updated: February 2022

This update: June 2026

Next update: June 2029