

# Privacy & Cookies Policy

Last updated: 27 March 2024

The Privacy Policy describes the policies and procedures followed by The GoodWork Group CIC (“GoodWork”, “we”, “our” or “us”) regarding the collection, use and disclosure of your personal data when you visit [www.goodwork.org.uk](http://www.goodwork.org.uk) (the “**Website**”), our candidate application form, our volunteer application form, or otherwise interact with us (“**Services**”). For the purposes of UK/EU data protection laws, GoodWork is the controller of your personal data.

Please read this Privacy Policy carefully in order to understand our views and practices regarding your personal data and how we will treat it.

## 1. Collection of Personal Data

When you visit our Website, our ‘Get in Touch’ contact form, our candidate application form, our volunteer application form, receive services from us or otherwise interact with us, we may collect the following personal data about you:

- Information that you give to us when accessing the Website

You may give us personal data including your name, contact details including physical address, telephone number(s), device information, and personal or business email address when you contact us, sign up to our newsletter, apply to one of our programmes, or sign up to volunteer with GoodWork.

- Information when you choose to make a donation

If you choose to make a donation via our Website, we will collect information from you, such as your address, email address, telephone number, and your contribution amount. We do not have access to your full bank details, but, Stripe, our donation service provider does, for purposes of processing donations.

- Information that you give to us when you apply to, and participate in, the GoodWork Programme

You may give us personal data including your name, gender, ethnicity, citizenship, diversity data; passport, work permit, visa, or other immigration documentation; contact details (personal, business or educational institution email address, telephone numbers, physical address); CV, including relevant skills, experience and educational background; any other

personal data that you may provide to us through the application process, such as views and preferences that you disclose to us in telephone calls, assessment centres, interviews, training sessions, your responses to questions, and demonstrations of your skills.

- Information that you give to us as an employer/ corporate partner

As an employer/corporate partner representative, we may collect your name, company, position, contact details (email address, telephone numbers, physical address), any other personal data that you may provide to us through your interactions with us.

- Information that you give to us when you apply to volunteer with our programmes

You may give us personal data including your name, UK residency status; contact details (personal, business or educational institution email address, and physical address); whether you hold an enhanced DBS check dated in the past three years; any other personal data that you may provide to us through the application process, such as views and preferences that you disclose to us by our contact form, email, or telephone and your responses to questions.

- Automatically Collected Data

We automatically collect basic technical information from all visitors to the Website through our automatic data collection tools, which may include cookies and other commonly used technologies (see section on Cookies below). These tools collect certain standard information that your browser sends to the Website such as your browser type and language, access times, and the address of the site from which you came to the Website. They may also collect information about your Internet Protocol (“IP”) address (from which we can discern the country you are connecting from at the time you visit the Website), or click stream data within our Website (i.e. the actions taken in connection with the website). Where the information that we collect automatically on the Website is personal data, our legal basis for the use of this information is that it is necessary for the purposes of our legitimate interests in improving the functionality of our Website by learning how Website visitors interact with the Website and maintaining the safe operation of our Website.

## 2. Use of your Personal Data

We may use the personal data you give us to carry out the following purposes:

Purpose	Lawful Basis
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<p>To contact you and to respond to your requests and enquiries when you contact us, or submit an application form</p>	<p>We have a legitimate interest to respond to your requests and enquiries for ongoing business administration</p>
<p>To send you our newsletter</p>	<p>Where we have received your consent</p>
<p>For business administration</p>	<p>We have a legitimate interest to properly manage and administer our relationship with you and to ensure that we are effective and efficient</p>
<p>To operate the Website and provide our Services in an effective and efficient manner</p>	<p>To perform our contract with you, or where we have a legitimate interest to do so</p>
<p>To improve the Website by helping us understand who uses the Website, how you interact with us and to enrich your user experience</p>	<p>We have a legitimate interest to improve our Services</p>
<p>To prevent and detect security threats of our premises, IT and communication systems, online platforms, Website and other systems and to prevent and detect fraud or other criminal or malicious activities</p>	<p>To comply with our legal obligations and/or for our legitimate interests</p>
<p>To offer or provide recruitment services, share that information with employers/ corporate partners and assess candidate's skills for upcoming employment opportunities</p>	<p>For performance of contract and/or legitimate interests</p>

To verify information when a employer/corporate partners wishes to view a profile in more detail	For performance of contract and/or legitimate interests
To review and verify a volunteer's application to volunteer with GoodWork and onboard successful applicants	To comply with our legal obligations, to perform our contractual obligations and/ or for our legitimate interests
To offer or provide mentorship services and share that information with volunteers or programme participants when matching mentors with mentees	For our legitimate interests
To comply with anti-money laundering regulations concerning screening	To comply with our legal obligations
To verify a candidate's right to work in the relevant country they are applying to	To comply with our legal obligations
To verify a representative's position at a participating corporate partner and check the firm against public available sources	For our legitimate interests
To maintain records in relation to recruiting and hiring	For our legitimate interests
For the purposes of reviewing and maintaining equal opportunity monitoring	To comply with our legal obligations; for our legitimate interests and for reasons of substantial public interest

You have a right to object to processing of your personal data where that processing is carried out for our legitimate interest.

### **3. Sharing your Personal Data**

- When using the Website

We may use selected third parties to provide us with services or technical support for the Website, or our Services generally, who may have access to your personal data. For the

purposes described above, we engage providers of website analytics, hosting and cloud computing services and other IT services, background checks, in addition to other administrative services, for legal services, auditing and for marketing campaigns. All service providers are permitted to use data only for the purpose of performing services on our behalf. We may disclose your personal data as required by law to protect our rights and property, or the rights, property or safety of others, including to advisers, law enforcement agencies, judicial and regulatory authorities.

- When you apply to the GoodWork Programme via our online application form

We may share your information with employers/corporate partners who we work with and who we believe your skills match to, as well as with volunteers for the provision of mentoring services.

- When you apply to volunteer through our online application form.

We may share your data with participants in our programmes to ensure that we can assign you with a mentee as part of our offer or provision of mentorship services.

#### **4. International Transfer**

When you are based in the European Economic Area (“EEA”) or the UK, personal data collected from you, including via the Website will be stored in the UK and the United States. The UK has been recognised by the European Commission as providing adequate protection under data protection laws in the EEA. However the United States may not provide the same level of data protection as in your home jurisdiction. Where required, we will ensure appropriate safeguards are in place to govern any transfers of personal data to the United States (such as implementing the European Commission approved standard contractual clauses or the UK international transfer terms). For further details, you can contact us using the details in the “Contact Us” section below.

#### **5. Security**

The security of your personal data is important to us. We take reasonable steps, consistent with generally accepted industry standards, including technical, administrative and physical safeguards to protect the personal data submitted to us from loss, misuse and unauthorised access, disclosure, alteration and destruction. However, no method of security or transmission over the Internet is entirely secure. You should always use caution when transmitting personal data over the Internet.

#### **6. Retention**

We may retain the information relating to you as necessary for the provision of the services, internal analytical purposes, or to comply with its legal obligations, resolve disputes and enforce agreements (e.g. settlement). The criteria used to determine the retention periods include:

- (a) how long the personal data is needed to provide the services and operate the business and whether we can achieve those purposes through other means;
- (b) the amount, nature and sensitivity of personal data collected;
- (c) the potential risk of harm from unauthorised use or disclosure of your personal data; and
- (d) whether we are subject to a legal, contractual or similar obligation to retain the data (e.g., mandatory data retention laws, government orders to preserve data relevant to an investigation, or data that must be retained for the purposes of litigation or disputes).

## **7. Rights of Individuals**

Subject to the applicable provision of applicable data protection laws, you have the following rights with respect to your personal data: the right to:

- (a) request access to and rectification and erasure of your personal data;
- (b) obtain restriction of processing or to object to processing of your personal data;
- (c) the right to withdraw your consent at any time (the withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal); and
- (d) ask for a copy of your personal data to be provided to you, or a third party, in a digital format.

You also have the right to lodge a complaint about the processing of your personal data with your local data protection authority (in the United Kingdom, the Information Commissioner's Office (ICO) at <https://ico.org.uk/concerns>). If you would like to exercise any of these rights, please feel free to contact [hello@goodwork.org.uk](mailto:hello@goodwork.org.uk).

## **8. Failure to provide the personal data we request.**

When we need your personal data to comply with legal obligations or to perform our contract, failure to provide this data may impact our ability to provide our services.

## **9. Cookies**

This website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit [this page](#).

[These functional and required cookies are always used](#), which allow Squarespace, our hosting platform, to securely serve this website to you.

[These analytics and performance cookies](#) are used on this website, as described below, only when you acknowledge our cookie banner. This website uses analytics and performance cookies to view site traffic, activity, and other data.

## **10. Marketing**

Where you have requested it (such as when you sign up to our newsletter), we may contact you by email to provide information regarding events, products, services and content that may be of interest to you via our newsletter, unless you advise us that you do not wish to receive marketing communications from us. If applicable law requires that we receive your consent before we send you certain types of marketing communications, we will only send you those types of communications after receiving your consent. If you wish to stop receiving marketing communications from us, or would like to stop processing your personal data in any other way, you can contact us as described below to let us know what types of communications you wish to stop receiving.

## **10. Revisions to this Privacy Policy**

We may revise or supplement this Privacy Policy from time to time. If we make any substantial changes in the way we use or share your personal data, we will notify you by posting a notice on our Website, prior to the change becoming effective. We encourage you to refer to this Privacy Policy on an ongoing basis so you understand our current privacy practices.

## **11. External Links**

The Website may, from time to time, contain links to external sites operated by third parties. We are not responsible for these third party sites or the content of such third party sites. Once you have left the Website, we cannot be responsible for the protection and privacy of any information which you provide. You should exercise caution and look at the privacy statement for the Website you visit.

## **12. Contact Us**

If you have any questions or comments about our Privacy Policy, or if you wish to exercise your rights as described above, please feel free to contact us at 7 Bell Yard, London, WC2A 2JR, or at [hello@goodwork.org.uk](mailto:hello@goodwork.org.uk).