Volunteers (including work experiencers) Privacy Notice

Last Updated: October 2026
Charity Name: The Mix Stowmarket Ltd.
Registered Charity Number: 1149539
Data Controller: The Mix Stowmarket Ltd.

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1. Who We Are and What This Notice Is For

The Mix Stowmarket Ltd. is committed to protecting the personal data of our volunteers. This Privacy Notice explains how and why we collect, store, share, and use personal data relating to your volunteering role with us, and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Personal Data We Collect

We may collect, store, and use the following categories of personal data about you:

- **Identity and Contact Data:** Name, date of birth, postal address, email address, telephone numbers, and emergency contact / next of kin details.
- **Recruitment and Background Data:** Application forms, CVs, references, interview notes, and right-to-work or identity verification documents (e.g., passport copy, driving licence).
- **Safeguarding and Disclosure Data:** DBS (Disclosure and Barring Service) check reference numbers, clearance levels, and information regarding criminal convictions or offenses (where legally required for regulated youth work).
- **Health and Special Category Data:** Information about accessibility and support needs, dietary requirements, or general health/medical conditions you share to keep you safe during youth activities.
- **Operational Data:** Training records, rotas, attendance, expense claim forms, bank details (for expense reimbursements only), and feedback or complaints records.
- **Media Data:** Photographs, video recordings, or audio captured during youth clubs, events, or promotional activities (subject to your consent).
- **Workplace Monitoring Data**, CCTV Footage: visual images and video recordings captured by our closed-circuit television (CCTV) cameras located on The Mix Stowmarket Ltd. premises at 127 Ipswich Street.

3. Lawful Bases for Processing Your Data

Under UK GDPR, we must have a lawful basis to process your personal data. We rely on the following bases:

- **Legal Obligation:** For carrying out mandatory safeguarding checks (DBS checks) and health and safety duties.

- **Legitimate Interests:** To administer your volunteering role, communicate with you about rotas and events, process expense claims, and manage volunteer relationships.
- **Consent:** For optional activities, such as using your photo or video in promotional materials or social media (which you can withdraw at any time).
- **Special Category Data Conditions:** Where we process sensitive data (such as health or criminal conviction data for safeguarding young people), we do so under UK GDPR Article 6 and Schedule 1 of the Data Protection Act 2018 (specifically, the statutory/charitable safeguarding of children and vulnerable individuals).
- **Legitimate Interests (Article 6(1)(f)) Security and Crime Prevention:** we use CCTV surveillance for specific, limited purposes, to protect company property, assets, and premises from theft, vandalism, or unauthorised entry. **Health and Safety**: to ensure the personal safety of employees, visitors, and contractors on site. **Incident Investigation**: to provide evidence in the event of an accident, security breach, or internal disciplinary matter. We display signs to state that CCTV cameras are in use, and the cameras are never placed in private zones such as toilets, or changing rooms.

4. How We Use Your Personal Data

We use your information to:

- Assess your suitability for a volunteer role and process your application.
- Carry out safeguarding and background checks (DBS).
- Match you with appropriate youth work projects or mentoring opportunities.
- Manage day-to-day volunteering administration, communication, and training.
- Pay or reimburse authorized out-of-pocket expenses.
- Comply with legal, regulatory, and insurance requirements.

5. Who We Share Your Information With

We treat your data with strict confidentiality. We do not sell your personal data. We may share it with:

- **DBS Processing Providers / Disclosure Services** to run background checks using Ucheck and the DBS Update Service.
- **Statutory and Regulatory Bodies** (such as the Charity Commission, local authority safeguarding partnerships, or police) where legally required or in an emergency involving risk of harm.
- **Trusted Service Providers / IT Software** (e.g., secure cloud storage, rota tools, or email platforms) acting as data processors under strict contracts.

International Data Transfers: We store and process your personal data within the United Kingdom and the European Economic Area (EEA). We take appropriate technical and organisational measures to protect your personal data in accordance with applicable data protection laws, including the UK GDPR.

6. How Long We Keep Your Data

We retain your personal data only for as long as necessary:

- **Prospective volunteers (unsuccessful):** Usually retained for up to 6 months after the recruitment process ends.
- **Active volunteers:** Retained for the duration of your time with us.
- **Post-volunteering:** Generally retained for 6 years after you step down, or longer if required by safeguarding or legal/insurance claims history.

7. Your Data Protection Rights

Under UK GDPR, you have the right to:

- **Access** a copy of the personal data we hold about you (Subject Access Request).
- **Rectify** inaccurate or incomplete data.
- **Erasure** ("right to be forgotten") in certain circumstances.
- **Restrict or object** to processing based on legitimate interests.
- **Withdraw consent** at any time (where processing relies on consent, such as media/photos).

To exercise these rights, contact us at:

- **Email:** privacy@themixstowmarket.co.uk
- **Address:** The Mix Stowmarket, 127 Ipswich Street, Stowmarket, Suffolk, IP14 1BB.

If you are unhappy with how we handle your data, you have the right to complain to the **Information Commissioner's Office (ICO)** via ico.org.uk or by calling 0303 123 1113.