

# LEAP - Privacy Notice



“LEAP” is the City of London Corporation’s employee volunteering programme. The City of London Corporation (“the City Corporation”) is the Data Controller and is committed to protecting your privacy when you participate in the LEAP programme. This Privacy Notice explains how we, the City Corporation’s Corporate Volunteering team, use information about you and how we protect your privacy.

If you have any concerns or questions about how we look after your personal information, please contact the Corporate Volunteering Manager in the first instance at [corporatevolunteeringmanager@cityoflondon.gov.uk](mailto:corporatevolunteeringmanager@cityoflondon.gov.uk) or the City Corporation’s Data Protection Officer, also the Comptroller and City Solicitor, Michael Cogher. You can email the Information Officer at [Information.Officer@cityoflondon.gov.uk](mailto:Information.Officer@cityoflondon.gov.uk) or write to: PO Box 270, Guildhall, London EC2P 2EJ.

## 1. What information do we collect?

We collect information about you as provided to us via the Thrive CSR Platform i.e. when you register to promote a volunteering opportunity or when you register to create a profile and apply for opportunities. As an account holder you will need to provide your name, email address and password in order to register or apply for volunteering opportunities.

If you are registering an organisation in order to promote a volunteering opportunity, the following additional personal information is collected on the Thrive CSR Platform registration form:

- Name and contact details of a volunteering contact.
- Any personal information provided by you in the “general description of the activities of the organisation” box.

If you are registering and applying for opportunities as an employee of the City Corporation, you will also be asked to provide:

- City Corporation department/section details.
- Any personal information provided by you in the “additional information about you to pass on to the charity” box.
- Opportunity contact details if you are promoting an opportunity within your department.

We may also collect additional personal information from you if you choose to take part in any of our surveys carried out to gauge the success of the LEAP programme and the Thrive CSR Platform. This information might include feedback on your experience of using the Thrive CSR platform, feedback on your volunteering experience and photographs or videos from your volunteering. We may ask for this information through the Thrive CSR Platform, or through other communications with you. We may use your photographs or videos in promotional material, but we will always seek your consent before doing so.

## **2. Why do we need to collect your personal information?**

We collect your personal information in order to:

- Verify your identity.
- Create and administer your Thrive CSR Platform account.
- Match opportunities between volunteers and organisations, if required.
- Contact you with information about the LEAP programme, the Thrive CSR Platform or to carry out surveys.
- Record and monitor paid leave for volunteers on City People.
- Prepare reports to track volunteer impact, number of volunteers and hours served, and to give any special recognitions.
- To create promotional material.

## **3. Do we share or disclose your personal information?**

The personal information provided through the Thrive CSR Platform will be shared between volunteers and organisations who have promoted the volunteering opportunity. This is to enable direct contact between both parties about the volunteering opportunity. We recommend that volunteers read and understand the privacy policy of the organisation they are volunteering with.

We use a third-party UK based organisation to store personal information for the purposes of the Thrive CSR Platform. We have an agreement in place requiring the third-party to protect personal information and comply with their obligations under data protection law.

We will not transfer your personal information outside of the UK and we will not disclose your personal information without your permission unless we are legally obliged to do so.

## **4. Lawful grounds for processing your personal information**

We will only use your personal information when the law allows us to. We rely on your consent to process your personal information for the purposes described in paragraph two.

You have the right to withdraw your consent at any time. If you want to withdraw your consent, please contact [corporatevolunteeringmanager@cityoflondon.gov.uk](mailto:corporatevolunteeringmanager@cityoflondon.gov.uk) so that your request can be considered and dealt with appropriately.

## **5. Security of your personal information**

We have put in place appropriate technical and organisational measures to protect the security of your personal information. Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

## **6. Data retention**

We will only retain your personal information within the Thrive CSR Platform whilst your account remains active, unless we require your personal information for the purposes of satisfying any legal or reporting requirements. Accounts that have been inactive for more than five years will be deleted.

Any photographs or videos from your volunteering which are used in our promotional materials will be retained and used for a period of three years from when the photo or video was taken. After 3 years photographs and videos will be deleted.

If you withdraw your consent for the processing of your personal information, your LEAP account will be deleted, including all personal information within the Thrive CSR Platform.

As an employee of the City Corporation, information about your volunteering and/or participation in the LEAP programme may be retained in other City Corporation systems, for example as part of the City Corporation's Performance Development Competency Framework.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

## **7. Your rights**

The law gives you a number of rights in relation to what personal information is used by us, and how it is used. These rights are listed below, and full details can be found in the City Corporation's Data Subject Rights Policy available at:

You can ask us to:

- Provide you with a copy of the personal information that we hold about you.
- Correct personal information about you which you think is inaccurate.
- Delete personal information about you if you think we no longer should be using it.
- Stop using your personal information if you think it is wrong, until it is corrected.
- Transfer your personal information to another organisation in a commonly used format.
- Not use automated decision-making processes to make decisions about you.

If you wish to exercise any of these rights, please contact the Corporate Volunteering Manager at [corporatevolunteeringmanager@cityoflondon.gov.uk](mailto:corporatevolunteeringmanager@cityoflondon.gov.uk).

## **8. Further information**

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

You have the right to make a complaint at any time to the ICO. However, we would appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance using the details set out above, or by contacting the complaints team at [complaints@cityoflondon.gov.uk](mailto:complaints@cityoflondon.gov.uk) or by writing in to:

Complaints Officer  
Town Clerk's Department  
City of London, PO Box 270  
Guildhall  
London EC2P 2EJ

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