

Causeway Volunteer Centre Privacy Notice



Version Information

Last Updated: July 2026. This Privacy Notice explains how Causeway Volunteer Centre (CVC) collects, uses, stores and protects personal information.

Data Controller

Causeway Volunteer Centre, 3rd Floor River House, Coleraine, BT51 3DR. Email: volunteer@causewayvc.org. Telephone: 028 7035 8285.

Personal Information We Collect

We may collect names, addresses, telephone numbers, email addresses, volunteer records, training records, financial information, AccessNI information, website usage information, and other information necessary to provide services.

How We Use Information

We use information to provide volunteering services, training, community support, safeguarding activities, recruitment, administration, financial management, and legal compliance.

Lawful Bases

Processing may be based on consent, contract, legal obligation, vital interests, public tasks or legitimate interests. Special category data will only be processed where an additional legal condition applies.

Sharing Information

Information may be shared with volunteers involving organisations, trainers, accreditation bodies, professional advisers, payroll providers, regulators or statutory agencies where necessary and lawful.

International Transfers

Where information is transferred outside the UK, appropriate safeguards will be implemented.

Information Security

We apply organisational and technical measures to protect personal information from loss, misuse, unauthorised access, or disclosure.

Retention

Information is retained only for as long as necessary. Financial records are normally retained for seven years. Other records are retained in accordance with operational and legal requirements.

Marketing

Marketing communications will be sent only where lawful. Individuals may opt out or withdraw consent at any time.

Your Rights

You may have rights of access, rectification, erasure, restriction, objection, portability and withdrawal of consent where applicable.

Complaints

If you are unhappy with how your information is handled, contact CVC first. You may also complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

Cookies

The website may use cookies and similar technologies. Non-essential cookies will be used in accordance with consent requirements and website cookie controls.

Changes to this Notice

This notice will be reviewed regularly and updated when required.