

PRIVACY NOTICE VOLUNTEERS

This privacy notice describes how we collect and use personal information about you during and after your work relationship with us, in accordance with the UK General Data Protection Regulation (UK GDPR).

Following Brexit, Regulation (EU) 2016/679, General Data Protection Regulation (GDPR) is retained EU law and known as UK GDPR. The UK GDPR sits alongside an amended version of the Data Protection Act 2018 that relate to general personal data processing, powers of the Information Commissioner and sanctions and enforcement. The GDPR as it continues to apply in the EU is known as EU GDPR.

Successful candidates should refer to our Privacy Notice for Staff for information on how their personal data is stored and collected.

Data Controller: Jigsaw Trust (incorporating Jigsaw Trust, Jigsaw CABAS® School, JigsawPlus and Jigsaw Trading (2013) Limited)

Who collects this information?

Jigsaw Trust is a **'Data Controller'**. This means that we are responsible for deciding how we hold and use personal information about you.

We are required under data protection legislation to notify you of the information contained in this privacy notice. This notice does not form part of any contract of employment or other contract to provide services and we may update this notice at any time.

It is important that you read this notice with any other policies mentioned within this privacy notice, so that you understand how we are processing your information and the procedures we take to protect your personal data.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection Policy.

Categories of information we collect, process, hold and share

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

- Personal information and contact details such as name, title, addresses, date of birth, marital status, phone numbers and personal email addresses
- Emergency contact information such as names, relationship, phone numbers and email addresses
- Information collected during the volunteer recruitment process that we retain during your placement which includes information entered on the application form, CV, qualifications
- Details of your employment history including job titles, salary and working hours
- Information regarding your criminal record as required by law to enable you to work with children and/or adults
- Details of your referees and references
- Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs

We may also collect information in order to make a final decision on whether to recruit, including criminal record information, references, information regarding qualifications. We may also ask about details of any conduct, grievance or performance issues, appraisals, time and attendance from references provided by you.

How we collect your information

We may collect this information from you, your referees, your education provider, relevant professional bodies such as the Home Office and from the DBS.

How we use your information

We will only use your personal information when the law allows us to. Most commonly, we will use your information in the following circumstances:

- Where we need to take steps to enter into a voluntary agreement with you
- Where we need to comply with a legal obligation (such as health and safety legislation, under statutory codes of practice and employment protection legislation)
- Where it is needed in the public interest or for official purposes
- Where it is necessary for our legitimate interests (or those of a third party) and your interests, rights and freedoms do not override those interests
- Where you have provided your consent for us to process your personal data.

Generally, the purpose of us collecting your data is to enable us to facilitate safe recruitment and determine suitability for the role. We also collect data in order to carry out equal opportunities monitoring and to ensure appropriate access arrangements are put in place if required.

If you fail to provide certain information when requested, we may not be able to take the steps to enter into a voluntary agreement with you, or we may be prevented from complying with our legal obligations.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

How we use particularly sensitive information

Sensitive personal information (as defined under the UK GDPR as “special category data”) require higher levels of protection and further justification for collecting, storing and using this type of personal information.

The UK GDPR defines special category data as:

- Personal data revealing racial or ethnic origin
- Personal data revealing political opinions
- Personal data revealing religious or philosophical beliefs
- Personal data revealing trade union membership
- Genetic data
- Biometric data (where used for identification purposes)
- Data concerning health
- Data concerning a person’s sex life
- Data concerning a person’s sexual orientation

We may process this data in the following circumstances:

- In limited circumstances, with your explicit written consent
- Where we need to carry out our legal obligations in line with our data protection policy
- Where it is needed in the public interest, such as for equal opportunities monitoring
- Where it is needed in relation to legal claims or where it is necessary to protect your interests (or someone else’s interests) and you are not capable of giving your consent

Criminal convictions

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where it is necessary to carry out our legal obligations. We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so.

Where appropriate we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of working for us.

Sharing your data

We may need to share your data with third parties, including third party service providers where required by law, where it is necessary to administer the volunteer relationship with you or where we have another legitimate interest in doing so.

These include the following:

- Academic or regulatory bodies to validate qualifications/experience (for example the teaching agency)
- Referees
- DBS

We may also need to share some of the above categories of personal information with other parties, such as HR consultants and professional advisers. Usually, information will be anonymised but this may not always be possible. The recipients of the information will be bound by confidentiality obligations. We may also be required to share some personal information with our regulators or as required to comply with the law.

How do we protect your data?

The Trust takes the security of your data seriously. The Trust has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by necessary employees in the performance of their duties.

Further information can be found in the Trust's Data Protection Policy.

Where the Trust engages third parties to process personal data on its behalf, they do so only to perform their required functions. Any processing will be done in accordance with our Data Protection Policy and GDPR regulations in force. We have a duty of confidentiality and appropriate technical and organisational measures are in place to ensure the security of data.

Transferring data outside the EEA

Data may be transferred to countries outside the European Economic Area (EEA) to meet the requirements of staff training and development or to utilise the most appropriate digital education and communication platforms or data management software.

Breach reporting

Any individual who suspects that a personal data breach has occurred must immediately contact **Jigsaw's Data Protection Team** dataprotection@jigsawtrust.co.uk in the first instance, providing a description of what has occurred. If a breach is potentially high risk to data subjects rights and freedoms the Trust must notify the data subject affected.

How long do we keep your data?

Except as otherwise permitted or required by applicable law or regulation, the Trust only retains personal data for as long as necessary to fulfil the purposes they collected it for, as required to satisfy any legal, accounting or reporting obligations, or as necessary to resolve disputes.

Once we have finished recruitment for the role you applied for, if you are successful and subsequently join us, your personal data will form part of your personnel file.

The personal data of unsuccessful applicants will be held for no longer than 1 year from the date of application.

Your rights of access correction, erasure and restriction

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

Under certain circumstances, by law you have the right to:

- Access your personal information (commonly known as a “subject access request”). This allows you to receive a copy of the personal information we hold about you and to check we are lawfully processing it. You will not have to pay a fee to access your personal information. However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.
- Correction of the personal information we hold about you. This enables you to have any inaccurate information we hold about you corrected.
- Erasure of your personal information. You can ask us to delete or remove personal data if there is no good reason for us continuing to process it.
- Restriction of processing your personal information. You can ask us to suspend processing personal information about you in certain circumstances, for example, if you want us to establish its accuracy before processing it.
- To object to processing in certain circumstances (for example for direct marketing purposes).
- To transfer your personal information to another party.

If you would like to exercise any of these rights, please contact **Jigsaw’s Data Protection Team** - dataprotection@jigsawtrust.co.uk

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights).

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time.

To withdraw your consent, please contact **Jigsaw’s Data Protection Team** - dataprotection@jigsawtrust.co.uk.

Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

How to raise a concern

We hope that **Jigsaw’s Data Protection Team** – dataprotection@jigsawtrust.co.uk can resolve any query you raise about the use of your information in the first instance.

If you have a concern about how Jigsaw has handled your personal information, this should be sent to the Data Protection Team either electronically or in writing - email dataprotection@jigsawtrust.co.uk - setting out your concern in detail and the outcome you are seeking.

All concerns will be thoroughly investigated. Investigations will usually be completed within 4 weeks of receipt. Once the investigation is completed we will provide an outcome as soon as possible, including a clear explanation of what has been done to resolve the complaint and any actions taken (where appropriate).

We have appointed a Data Protection Officer (DPO) to oversee compliance with data protection and this privacy notice. If you have any questions about how we handle your personal information which cannot be resolved by The Data Protection Team, then you can contact the DPO on the details below:

Data Protection Officer: Judicium Consulting Limited
98 Theobalds Road, London WC41 8WB

Email: dataservices@judicium.com

Web: <https://www.judiciumeducation.co.uk/>

If you are not satisfied with the outcome of the investigation, you have the right to complain to the Information Commissioners Office (ICO) the UK supervisory authority for data protection issues. **They can be contacted at** <https://ico.org.uk/make-a-complaint>

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Change history record

Version	Description of change	Date of change
1.0	Initial issue	16 March 2022
2.0	Amendments to 'How to raise a concern'	21 January 2026