

Data Protection Policy

- 1 Durham Nightline recognises the importance of protecting the personal information it handles in the course of its operations in accordance with the General Data Protection Regulation (GDPR) and data protection best practice. This document aims to outline what data Nightline collects and for what purpose, how this data is responsibly processed and how Nightline is accountable for its handling of personal information.
- 2 This policy is informed by and operates under Durham Students' Union's Data Protection and Information Security Policy.
- 3 **Data Collection**
 - 3.1 Nightline collects and retains the following personal information from prospective and current volunteers. This information is collected to facilitate the operation of the recruitment process and the organisation's services.
 - 3.1.1 Basic contact details collected with informed consent during the volunteer recruitment process.
 - 3.1.2 A database of the personal information of current volunteers, including contact details and other information relevant to their role within the organisation. Informed consent for this data to be collected and retained is obtained through the Volunteer Agreement.
 - 3.2 Nightline does not collect any personal or identifying information from members of the public who use its services, except where it is legally obliged to in accordance with certain exceptions outlined in the Confidentiality Policy.
 - 3.3 Nightline does collect limited non-identifying statistics from its calls for the purposes of maintaining and improving service quality.
 - 3.4 The Nightline website does not collect any data from visitors.
- 4 **Data Security and Retention**
 - 4.1 All personal data is stored in password-protected files with recognised and established online storage providers. Passwords are regularly changed to increase the security of the data held.
 - 4.2 Data collected under section 3.1.1 during the volunteer recruitment process is destroyed immediately after the data subject leaves the process.
 - 4.3 Data collected under section 3.1.2 is destroyed immediately after the data subject ceases to be a Nightline volunteer.
 - 4.4 Data collected under section 3.3 is retained indefinitely to enable historical statistical comparison, as is provided for by Article 89 of the GDPR.

5 **Data Sharing**

- 5.1 No data collected under section 3.1 is shared with any parties external to Durham Nightline under any circumstances except where there is a legal obligation.
- 5.2 Statistical data collected under section 3.3 may be shared with third parties including, but not limited to, Durham Students' Union and Durham University. This data may also be lawfully published for the purposes of Nightline publicity.

6 **Data Accountability**

- 6.1 Data subjects may request access to the data held about them by Nightline by contacting the Coordinators by email to coordinators@durhamnightline.com or by letter delivered to the Durham Students' Union reception. The Coordinators will acknowledge the request within 7 days (term time only) and respond with the requested data within 28 days (term time only).
- 6.2 Data subjects may also withdraw their consent for Nightline to process their data at any time by contacting the Coordinators. The Coordinators will acknowledge this withdrawal within 7 days (term time only) and ensure that all data held about that subject is destroyed within 28 days (term time only.)
- 6.3 Due to the nature of its operation, Nightline is unable to consider prospective volunteers who do not consent to the handling of their data under this policy.
- 6.4 A current volunteer who withdraws consent for their data to be processed by Nightline will be considered, by that action, to have resigned from the organisation.
- 6.5 In the event of a data breach, the Coordinators will contact the affected party or parties within 48 hours of the breach being discovered and will provide information about the nature of the breach and actions

