

Privacy Notice

At Durham Nightline, we are committed to protecting your privacy and the personal information that we hold. The purpose of this statement is to be clear and transparent about how Durham Nightline uses personal information. This notice should be read in conjunction with our Confidentiality and Privacy Policy.

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Contacts

Durham Nightline

Email: coordinators@durhamnightline.com

Durham Students' Union (our Parent Body)

Phone Number: 0191 334 1777

Email: info@durhamsu.com

Useful Definitions

'Personal data' is information that is personally identifiable, i.e. you can use the data to find out who it is about. This could be a name, date of birth or location data.

'Special category data' is more sensitive information, for example, health or genetic information.

'Processing' is the action that Durham Nightline or a trusted third party takes when collecting, updating, storing, or sharing an individual's personal data.

'We' or 'Nightline' refers to Durham Nightline.

Why we collect your data

We aim to minimise as much as possible the amount of personal data we process. We may process personal data where the law requires us to do so, in order to safeguard vulnerable individuals, to protect our volunteers' wellbeing and to continuously improve and develop the services we provide. All of our practices comply with the UK GDPR and Data Protection Act 2018. We have lawful bases for processing your personal data and special category data. The main lawful bases we rely upon are:

- We have a legal obligation
- Protecting vital interests
- Our legitimate interests as an organisation

How we protect your data

At Durham Nightline, we only collect the data we need and we only share it on a need-to-know basis. We do not share personal data externally with the exception of the circumstances outlined in this notice. In this situation, we will always make you aware of how your personal data might be affected and will always check that the organisation's systems comply with privacy laws and have robust privacy and security practices.

We store most of our data on Google Workspace (i.e. Gmail, Google Drive etc). It is secured and supported by Google and has been security assessed by independent organisations (including the National Cyber Security Centre: <https://www.ncsc.gov.uk/guidance/g-suite-security-review>). We store some personal data on other systems too, like Three Rings (for internal volunteer management and communications), Portal (for operation of our anonymised logs and IM system) and Slack (for internal volunteer communications). For every system we use, we check that it complies with privacy laws and has good privacy and security practices.

How we process your data

Callers

As a general rule, Durham Nightline does not store personal data of service users in call records. We keep call logs, but these are limited to primarily statistical information and no identifying information is recorded.

On some occasions, in order to detect and prevent abuse to Durham Nightline services, we collect data about calls we believe to be non-genuine, in order to prevent such calls taking place again in the future. This information includes details of the caller and the topics discussed on the call.

Some personal data (IP addresses, email addresses, etc.) and messages are stored in the databases of our anonymous instant messaging software Portal, which is provided to Durham Nightline by Three Rings. Volunteers at Durham Nightline cannot access any personal data, and Three Rings does not access the databases (unless requested by us as outlined below), except in exceptional circumstances where system administrators must undertake system maintenance.

We collect this data in order to be able to provide you with our services, and provide you with support. In certain circumstances, Durham Nightline may share personal data with a third party:

- **Terrorism**
 - Any information relating to an act or potential act of terrorism will be reported to the police in order to comply with our legal obligation under the Terrorism Act 2000.
- **Safeguarding**
 - Any calls where there is a threat to either a child or an adult at risk of harm may require us to make a report to the police or to the local authority. This is done to meet our responsibilities to protect vulnerable individuals.
- **Suicide**
 - Any calls where there is a serious risk of harm to the caller may, with the caller's permission, be forwarded to the emergency services. Durham Nightline volunteers will not alert the emergency services without the caller's explicit consent.
- **Court Order**
 - Personal data may be disclosed to the police if requested under a court order. This is in order to meet our legal obligation to cooperate.
- **Abuses of the Service**
 - It is in the legitimate interests of Durham Nightline to protect against abuses of the service to protect our volunteer safety, wellbeing, and ensure that the service remains available for genuine callers. Where a caller acts in a persistently abusive or manipulative manner towards our volunteers, Durham Nightline may store and

disclose personal data of that caller to appropriate third parties. Such parties include the police and other organisations with responsibility for our volunteers' welfare such as our affiliated Universities and Students' Unions. This disclosure may include personal data such as a name and phone number.

Volunteers and Trainees

When you express interest in training to become a Durham Nightline volunteer, we collect personal identifiers such as your name, contact information, and any other information you provide in your application. This includes your educational background, your interests, and your motivations for volunteering. We also collect sensitive personal data or special category data, in particular those data that assist us in monitoring Equality, Diversity and Inclusion. The collection and processing of this data are carried out with your explicit consent and in accordance with our legal obligations. We use information about potential trainees, trainees and volunteers for the following purposes:

- **To answer your questions:** If you contact us through our website, by phone, or by email in relation to volunteering you may be asked to give your personal details in order for us to get in touch. Where appropriate, we may share your information with other volunteers to allow them to get in touch to discuss training.
- **To process your application:** The information you provide on your application will be used to process your application and make a decision about whether you will be accepted on to Durham Nightline's training.
- **To monitor Equality, Diversity and Inclusion amongst applicants and volunteers:** One of our goals is that our volunteer teams are representative of the communities that we live and work in. In order to monitor how well we are progressing against this goal, you may be asked some questions relating to sensitive categories of personal information including your gender identity, ethnicity, sexual orientation and disability status. We will seek your explicit consent to use this data for our purposes, which you can amend at any time by contacting us using the contact details at the top of this notice.
- **To add you to our mailing lists:** You may decide to sign up to our mailing lists in order to be kept up to date with information like when our training takes place. We will only send you emails if you have specifically agreed to us doing so. You can change your marketing preferences anytime by contacting us using the contact details at the top of this notice.

Once the recruitment process is completed, information about unsuccessful applicants is deleted in accordance with the Confidentiality & Privacy Policy.

If you are successful in your application to become a volunteer, throughout the course of your onboarding and volunteering journey we may collect and store additional information about you for the following purposes:

- **To maintain our internal volunteer system:** Once you become a volunteer, we maintain records of your training, the number of duties you complete, and any internal training you participate in. We may also collect other information which assists in the effective running of our services. This data helps us to ensure the quality and consistency of our services and supports your development as a volunteer.
- **To monitor volunteer internal training:** When setting mandatory internal training we believe it is within our legitimate interest to monitor the completion of that training and take action such as removing volunteers from duties where this is not complete. We may use data from different internal sources to identify when someone who is actively volunteering has not undertaken internal training.
- **To investigate caller complaints:** Each contact received by volunteers is stored in our call log. The data may be used to support investigation of specific incidents and complaints, for example, it may be used to identify which volunteer handed a call that gives rise to a complaint from a caller.
- **To conduct investigations into volunteer conduct:** There may be circumstances where we are required to investigate your conduct as a result of a complaint or allegation made against you. This will be dealt with under our Discipline and Dismissal Policy. As part of an investigation we may collect information from you and others involved for the purpose of assisting with our investigation of the matter and retain this for an appropriate period in order to evidence appropriate internal investigations into serious matters in line with our obligations to safeguard our callers and volunteers.
- **To maintain our alumni network:** Durham Nightline maintains an alumni network to stay connected with former volunteers. Upon opting into this network, we collect personal data such as your name, contact information, and any updates you wish to share with us. We use this data to send updates, newsletters, or invitations to events and to foster a continuing relationship with our community.

For our volunteers, we store this data (along with any other relevant information such as the number of duties you complete and internal training sessions you attend) for as long as you are a volunteer for Durham Nightline. We collect this information in order to effectively run the service.

Website Visitors

When you visit the Durham Nightline website, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the website, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as “Device Information”.

“Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer’s hard drive.

Durham Nightline uses “cookies” to collect information. You can opt-out of cookies but you are required to do this proactively by changing the setting in your browser – unfortunately, we cannot control this on your behalf. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.

Anonymised data from visitors to our website will be collected, including your interaction with our website and cookies to track with pages you visit. This helps us to analyse how our website is being used and how we can improve.

Social Media

We operate accounts and groups across various social media platforms (Facebook, Instagram, etc.) in order to increase awareness of our services and events and engage in conversation with our supporters. We do not provide our listening services via any of these platforms.

If you share personal information on our social media posts, your information will be publicly available. Such information can be viewed online and collected by third parties. We recommend that you avoid sharing information that can be used to identify you (such as your age, email address or location) and always check the privacy policy of the platform you are using to ensure you are happy with how they may use your information. We moderate public comments on our social media profiles and we may delete, hide or block content or users in order to keep our online communities safer.

Advertisements

Durham Nightline may choose to use sponsored advertising on our social media platforms, such as Facebook or Instagram. In this case cookies enable the advertiser to offer customised suggestions to you and to understand the information we receive about you, including information about your use of other websites and apps, whether or not you are registered or logged in.

To show adverts that are relevant to you, the advertiser uses information about what you do on social media and on third-party sites and apps you use. For example, you might see ads based on the people you follow and things you like on Instagram, your information and interests on Facebook, and the websites and apps you visit. This process is managed entirely within the platform and we do not receive any information about you as a result, unless you interact with an ad and provide us with your information directly, for example, if you fill out a training form from us. We may track overall numbers of interactions with our adverts so that we know how many people have clicked on or viewed an advert. This allows us to measure the effectiveness of our campaigns.

To learn more about the information collected by Facebook, Instagram, or other Meta services, please check the following link: <https://www.facebook.com/about/privacy>.

For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at:
<http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by using the links below:

- Facebook: <https://www.facebook.com/settings/?tab=ads>
- Google: <https://www.google.com/settings/ads/anonymous>
- Bing: <https://advertise.bingads.microsoft.com/en-us/resources/policies/personalized-ads>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info>.

Data Retention Periods

We only keep your information for as long as is necessary for the relevant purpose. We use a number of criteria for determining the retention period, including obligations under law, our legitimate interests, and consideration of the original purpose we collected it for.

Your rights

The right to be informed

You have the right to be provided with clear, transparent and easily understandable information about how we use your information and rights. This is why we are providing you with the information in this notice. If you have any additional questions, you can contact us using the contact details at the beginning of this notice.

The right to object

You always have the right to object to certain types of processing, including the option to stop receiving information from us across all of our communication channels (which is known as processing for direct marketing). This is at your discretion and we will respect your choice. However, for us to enact this we encourage you to notify us. You can contact us using the contact details at the beginning of this notice.

The right to access a copy of the personal data we hold

You, or an organisation with legal purpose, can request a copy of your personal data for legitimate purposes. This is known as a 'Subject Access Request'. To request this, contact us using the contact details at the beginning of this policy. Please note that proof of identity may be required and providing the reason for your request will allow Durham Nightline to respond most appropriately. We may ask for further details if needed.

The right to erasure

This is where you can request that Durham Nightline delete the data that we hold on you. Please note that this will not apply if there is a lawful basis for us to continue to use the data we hold about you. To request this, contact us using the contact details at the beginning of this notice.

The right to rectify inaccurate data

As detailed above you can make corrections to the data we hold about you. To request this, contact us using the contact details at the beginning of this notice.

The right to restrict processing

You have rights to 'block' or suppress further use of your information. When processing is restricted, we can still store your information, but may not use it further. We keep lists of people who have asked for further use of their information to be 'blocked' to make sure the restriction is respected in future.

The right to data portability

You have rights to obtain and reuse your personal data for your own purposes across different services.

The right to lodge a complaint

You can lodge a complaint about the way we handle or process your personal data with us, Durham Students' Union, or the Information Commissioner's Office (ICO). If you wish to make a complaint to us, you should follow our [Complaints Procedure](#). If you wish to make a complaint with Durham Students' Union, you should follow the information on their [Complaints Page](#). If you wish to make a complaint to the ICO, you can contact them here: <https://ico.org.uk/global/contact-us/>.