

July 2026

Privacy and Data Protection Policy

Version 1.0



Careers Springboard Gerrard Cross

REGISTERED CHARITY NUMBER: 1028040

Privacy & Data Protection Policy

Adopted: July 2026 | Review Date: July 2027 | Approved by the Trustee Board

Policy Owner	Trustee Board
Applies To	All members, donors, volunteers, and website visitors
Legal Basis	UK GDPR, Data Protection Act 2018

1. Who We Are

Careers Springboard Gerrards Cross is a registered charity (No. 1028040) providing free job search support services. We are the Data Controller for personal data collected through our services and website (www.careersspringboard.org.uk).

Contact us about data matters: info@careersspringboard.org.uk

2. What Personal Data We Collect

2.1 Members

- Name, email address, telephone number
- Employment history, CV documents, career goals
- Notes from coaching, CV review, interview practice or counselling sessions
- Records of attendance at webinars, networking and coffee meetings, and other Careers Springboard events.

2.2 Donors & Sponsors

- Name, contact details, donation amounts
- Gift Aid declarations (where applicable)

2.3 Website Visitors

- IP address and browser information via cookies
- Pages visited and session duration (analytics)

2.4 Volunteers

We may collect the following information about volunteers:

- Name, address, email address and telephone number
- Skills, experience and areas of interest
- Availability and volunteering preferences
- Records of training completed
- Emergency contact details (where appropriate)
- Records relating to volunteer activities and roles undertaken

3. How We Use Your Data

We use your personal data only for the following purposes:

- Delivering job search support services to members
- Communicating with you about our services, events, and resources
- Processing donations and Gift Aid claims
- Improving our services through anonymised analysis
- Meeting our legal and regulatory obligations
- Facilitating meetings, workshops, networking and coffee meetings
- Supporting the production and distribution of our newsletters and member communications
- Identifying, recruiting and appointing volunteers
- Managing volunteer activities and support

4. Legal Basis for Processing

Processing Activity	Legal Basis
Delivering member services	Contract / Legitimate interests
Sending newsletters	Consent (you can unsubscribe at any time)
Processing donations	Contract / Legal obligation
Safeguarding obligations	Legal obligation / Vital interests
Volunteer recruitment and management	Legitimate Interests
Communications about meetings and events	Legitimate Interests / Consent (where required)

5. How Long We Keep Your Data

Data Category	Retention Period	Reason
Member registration details	Membership + 2 years	Outcome tracking
CV & job search documents	12 months	Active support only
Coaching/counselling notes	3 years	Continuity of care
Safeguarding records	7 years minimum	Legal obligation
Financial/donation records	7 years	HMRC requirement
Analytics/cookie data	Up to 13 months	ICO guidance

6. Sharing Your Data

We do not sell or share your personal data with third parties for marketing purposes. We may share data:

- With service providers who support our operations (e.g. email platforms), under strict data processing agreements
- With statutory authorities where required by law or to protect an individual's safety
- With the Charity Commission or HMRC as required by our regulatory obligations
- With approved counselling providers and volunteer counsellors delivering counselling services to members, where this is necessary to provide support and subject to appropriate confidentiality and data protection safeguards.

7. Your Rights

Under UK GDPR you have the right to:

- Access the personal data we hold about you
- Correct inaccurate data
- Request deletion of your data (subject to legal obligations)
- Withdraw consent at any time (e.g. unsubscribe from newsletters)
- Lodge a complaint with the Information Commissioner's Office (ICO): www.ico.org.uk

To exercise any of these rights, contact us at: info@careersspringboard.org.uk

8. Cookies

Our website uses cookies to improve your experience. Essential cookies are required for the site to function. Analytics cookies are only set with your consent. You can manage your cookie preferences at any time via the cookie settings banner on our website.

9. Data Security

We take appropriate technical and organisational measures to protect your personal data, including secure password management, restricted access to member data, and regular review of our data handling practices.

10. Contact Details and Complaints

Careers Springboard

Charity Number: **1028040**

Email: **info@careersspringboard.org.uk**

Website: **www.careersspringboard.org.uk**

If you have any questions about this Privacy & Data Protection Policy or how we use your personal information, please contact us using the details above.

If you remain dissatisfied with how we have handled your personal data, you have the right to complain to the:

Information Commissioner's Office (ICO)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline: **0303 123 1113**

Website: **<https://ico.org.uk>**