

# VOLUNTEER IN THE WORLD

## SOCIETA' COOPERATIVA SOCIALE

### Privacy Policy

It is our policy to respect your privacy regarding any information we may collect while operating our website. This policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

The processing of your personal data is carried out by or on behalf of Volunteer In the World Società Cooperativa Sociale. This policy may change from time to time, so please visit this page periodically to make sure you're up to date.

#### Who are we?

Volunteer In The World Società Cooperativa Sociale work with courageous humanitarian projects that serve people in different countries. We help them get the brilliant volunteers they need to achieve their bold ambitions.

#### How can you contact us?

If you have any questions regarding this policy or our processing of your personal information, please get in touch at [elena@volunteerintheworld.com](mailto:elena@volunteerintheworld.com), and we will get back to you as soon as possible.

#### How do we collect your information?

We may collect information about you whenever you directly interact with us. For example, when you: make a donation; when you register to volunteer; when you use our website.

#### What type of information is collected from you?

The information we collect from you may include:

- Your name
- Your email address
- Your phone number
- Your emergency contact
- Your date of birth
- Your gender
- Your volunteer experience / profession

We do not use cookies to collect this type of information.

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### How is your information used?

We may use your information to:

- Process a donation that you have made
- Provide you with information about our work or our activities
- Carry out our obligations arising from any contracts entered into by you and us
- Process volunteer registration
- Seek your views or comments on the services we provide;
- Notify you of changes to our services
- Analyse and improve the content and operation of our website
- Disclose or otherwise use your information where we are required by law.

In particular, we may contact you for marketing purposes by email if you have agreed to be contacted in this manner. We provide information about how you can change your marketing preferences in our communications.

### How do we store your information?

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date.

We collect customer / volunteer information on an application form through our website pages.

The storing and collection of the customer / volunteer data is depended on the project in which they (the customer / volunteer) apply for.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website, so any transmission is at the user's own risk.

### How long will we keep your information?

We will keep your personal information as long as it is reasonable and necessary. Generally we will keep your financial information for as long as the law requires which may be up to 6 years.

### Your choices

You have a choice about whether or not you receive communications from us. If you do not want to receive direct marketing communications from us about the vital work we do to link volunteers to projects that help people, then you can manage the communications

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you wish to receive. You can do this by contacting us by email at [elena@volunteerintheworld.com](mailto:elena@volunteerintheworld.com) to unsubscribe to future communications.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [elena@volunteerintheworld.com](mailto:elena@volunteerintheworld.com)

### **What are your rights?**

You have right to access your personal information which is processed by Volunteer In The World Società Cooperativa Sociale. You also have the right to ask us to restrict the processing of your personal data and/or that your personal data is deleted. If you can show us that the information we have about you is incorrect, you can request that this personal data is updated. You can object to your personal data being processed by us if you feel that it isn't in Volunteer In The World Società Cooperativa Sociale legitimate interest to process your personal data. If you would like to exercise any of your rights please contact us at [elena@volunteerintheworld.com](mailto:elena@volunteerintheworld.com)

### **Who has access to your information?**

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Volunteer In The World Società Cooperativa Sociale will share your information with associations we work in partnership with (for example, when you wish to volunteer and so are placed with a certain project). We will not do this without your consent. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Policy.

### **Links to other websites and organisations**

Our website may contain links to other websites run by other organisations. This policy applies only to our website, so we encourage you to read the Privacy Policies on the other websites you visit. We cannot be responsible for the Privacy Policies and practices of other sites even if you access those using links from our website.

### **17 or Under**

We are concerned to protect the privacy of children aged 17 or under. If you are aged 17 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

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### Why are we allowed to process your personal information?

Our Privacy Policy take into account several laws, including:

- the Data Protection Act 1998, which will be replaced by the General Data Protection Regulation (EU) 2016/679 on the 25 May 2018
- the Privacy and Electronic Communications (EC Directive) Regulations 2003.

Generally, our processing of your personal information as described in this policy is allowed by these laws in order for us to provide our services to you, to comply with our statutory obligations, for our legitimate interests or the interests of a third party, or with your consent.

### Emails

Emails are not always secure, and they may be intercepted or changed after they have been sent. Volunteer In The World Società Cooperativa Sociale does not accept liability if this happens. The contents of emails reflect their author's views and not necessarily those of Volunteer In The World Società Cooperativa Sociale.

Please **do not** send Volunteer In The World Società Cooperativa Sociale any financial data through email.

### Making a complaint

If you would like to make a complaint about how we have handled your personal data please contact us at [elena@volunteerintheworld.com](mailto:elena@volunteerintheworld.com).

### Review of this Policy

We regularly review and update our Privacy Policy. This policy was last updated in May 2018.