




Privacy Policy

Approved by	
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Introduction

This Privacy Policy explains what personal data we collect, how we use it, and the rights you have over your information. MyBigCareer (Charity Number 1153880) is the Data Controller for all personal information processed through our programmes, volunteering, fundraising, partnerships, and organisational activities.

If you have questions or wish to exercise your rights, contact us at:

info@mybigcareer.org

MyBigCareer, 7 Bell Yard, London, WC2A 2JR
07399 302707

Overview

We collect information that you provide directly to us, information shared by trusted partners, information from publicly available sources, and information gathered through your use of our website (including cookies and analytics).

We comply with the **UK GDPR** and the **Data Protection Act 2018**. We **never sell your personal data** and we never share it with another organisation for their own marketing.

We take steps to ensure the information we collect is used lawfully, fairly, and transparently, and only for purposes connected to our charitable mission.

We use trusted third-party service providers, including CRM and volunteer management platforms, to help administer our programmes, volunteering, relationships, reporting and operations. Where they process personal data for us, they do so under written data processing agreements, only on our instructions, and with appropriate security safeguards.

Lawful Bases for Processing

We rely on one or more of the following lawful bases:

- **Legitimate interests**

- **Consent**
- **Contractual obligation**
- **Legal obligation**
- **Substantial public interest** (including safeguarding and safe recruitment, in line with Schedule 1 of the Data Protection Act 2018)

Where we process **special category data** (e.g. health, ethnicity, safeguarding), we do so under applicable UK GDPR provisions.

Children's Data

We work extensively with children and young people.

- When required, we obtain parental or guardian consent before collecting or using children's personal data.
- We provide age-appropriate information to ensure young people understand how their data is used.
- We prioritise safeguarding and minimise data use wherever possible.

How We Collect Your Data

1. Information you provide directly

For example when you:

- register for support
- apply or volunteer with us
- apply for a job
- make a donation
- respond to surveys or evaluations
- communicate with us in any way

2. Information provided indirectly

Partners may share information with us, such as:

- Schools
- employers
- fundraising platforms
- corporate partners

These organisations will only share your data if you have permitted them to do so.

3. Publicly available information

We may use publicly available sources (e.g., Companies House, Charity Commission, media, professional profiles) to understand supporter interests and build relationships.

4. Website and digital engagement

We use cookies and analytics to understand how our website is used and to improve user experience.

How We Use Your Data

We use your information to:

- Deliver and improve programmes for young people
- Coordinate volunteers and assess suitability (e.g., DBS checks)
- Maintain relationships with supporters and partners
- Evaluate impact and report to funders (usually anonymised)
- Manage records securely within our CRM and volunteer management systems
- Communicate relevant updates, events, training, and opportunities
- Manage safeguarding, wellbeing and health & safety
- Administer donations and comply with financial regulations
- Handle complaints, disputes or enquiries
- Conduct limited profiling to ensure communications are relevant
- Use photos/videos with consent or clear opt-out options

We always aim to minimise the data collected and used.

If You Are a Volunteer

We collect information to enrol you, assess suitability, deliver safe programmes and ensure an effective volunteering experience. This may include:

- Contact details and role
- Information needed for DBS checks and references
- Employment information (where relevant)
- Demographic information (optional, never shared)
- Records of sessions or programmes you support
- Evaluations or feedback you provide

We may share minimal information (e.g. name, dietary needs) with delivery partners where necessary for events or safeguarding.

Photos or videos may be taken at events – we will always inform you and provide an opt-out.

We keep volunteer data for **five years after your final involvement**, then minimal data for a further **five years** for reference purposes.

If You Are a Funder or Supporter

We collect:

- Contact details
- Donation information
- Gift Aid information
- Communication preferences

We may review publicly available information to understand your interests and maintain an appropriate relationship. We **never** wealth-screen and **never** sell or share your data for marketing.

Donation and Gift Aid data is retained for **seven years** for HMRC compliance.

If You Are a Young Person or Parent/Carer

We collect information needed to run our programmes safely and effectively, including:

- Full name, date of birth, school and contact details
- Parent/guardian/emergency contact details
- Information about additional learning needs
- Health information relevant to participation
- Demographic data (gender, ethnicity) for equality monitoring
- Programme participation and progress
- Evaluation responses and feedback (anonymous when reported)
- Safeguarding or wellbeing information where necessary

Depending on the programme (e.g. 1:1 coaching, Insight Days, Results Day), we may collect or share additional relevant information with your school or our trusted partners.

Photos/videos may be taken at events with a clear opt-out. Where consent is required, it will be obtained in advance.

We retain young person data for **five years after completion of the full MyBigCareer programme..**

Sharing Your Data

We may share your information with:

- Schools and colleges
- Employers and corporate partners (only where relevant)
- IT service providers and data processors

- DBS service providers
- Funding bodies (typically anonymised)
- Safeguarding agencies (e.g. social services, police, GP)
- HMRC (for Gift Aid)

This includes trusted CRM, volunteer management, IT, cloud hosting and implementation providers who help us store, manage, migrate, secure and report on our data. These providers act as data processors and are only permitted to process personal data in accordance with our instructions, appropriate security measures and applicable data protection law.

We ensure that all third parties follow strict data protection measures and only use the information for the necessary purpose.

Exceptional circumstances include legal obligations or safeguarding concerns.

Data Security

We protect your data through:

- Access controls and permissions
- Encryption and secure storage
- Staff training and confidentiality requirements
- Secure data transfer and password protection
- Regular policy reviews and risk assessments
- Data breach monitoring and reporting procedures
- We maintain a data breach log and report notifiable breaches to the ICO within required timeframes.
- Where data is transferred outside the UK, we ensure appropriate safeguards are in place, such as adequacy regulations or UK International Data Transfer Agreements.
- Where we use third-party systems or processors, we review appropriate data protection, security and hosting arrangements before using them for live personal data.

Data Retention

We do not keep information longer than necessary.

- **Young People Data**
Retained for **5 years after the end of Year 13** (or equivalent age 17) for tracking outcomes and impact. This includes related parent, guardian and emergency contact information connected to programme participation.
- **Volunteer Data**
Retained for **5 years after the end of the last academic year of involvement**.
- **Safeguarding Records**
Retained **until the individual reaches age 25**, in line with safeguarding best practice.
- **Recruitment Data (Unsuccessful Applicants)**
Retained for **6 months after recruitment process ends**.
- **Employee Data**
Retained for **6 years after employment ends** (standard legal requirement).
- **Financial and Gift Aid Records**
Retained for 7 years in line with HMRC requirements.

You can request deletion at any time, though legal or safeguarding obligations may require certain information to be retained longer.

Data retention periods are set out in the MyBigCareer Data Retention Schedule, which is reviewed annually.

Your Rights

You have the right to:

- Access your information
- Correct inaccurate data

- Request deletion
- Restrict or object to processing
- Withdraw consent (where used)
- Request data portability
- Make a complaint to the **Information Commissioner's Office (ICO)**

Information Commissioner's Office

www.ico.org.uk

0303 123 1113

We will respond to all requests securely and may ask for proof of ID.

Contact: **info@mybigcareer.org**