

Privacy Policy - help.plinth.org.uk

Last updated 1 May 2024

This is the Privacy Policy for Time to Spare Ltd, if you are looking for a Privacy Policy for a particular volunteer pool see here:

- Volunteer Centre Kensington & Chelsea:
<https://voluntarywork.org.uk/policies/privacy-policy/>
- Inspire South Tyneside: <https://inspiresouthtyneside.co.uk/privacy-policy>

Our contact details

Name: Time to Spare Ltd (trading as Plinth)

Address: 113-115 Fonthill Road, London, N4 3HH

E-mail: hello@plinth.org.uk

The privacy of your data — and it is your data, not ours! — is a big deal to us. We'll only ever access your account to help you with a problem or squash a software bug.

Time to Spare wants to offer you the best possible online experience. Consequently, additional functions, features, products or services are incorporated into The Site from time to time. This, and our commitment to protecting the privacy of your personal information, may result in periodic changes to this Privacy Policy. As a result, please remember to refer back to this Privacy Policy regularly to review any amendments.

Your Rights With Respect to Your Information

You may have heard about the General Data Protection Regulation ("GDPR") in Europe. GDPR gives people under its protection certain rights with respect to their personal information collected by us on the Site. Accordingly, Time to Spare recognizes and will comply with GDPR and those rights, except as limited by applicable law. The rights under GDPR include:

- Right of Access. This includes your right to access the personal information we gather about you, and your right to obtain information about the sharing, storage, security and processing of that information.
- Right to Correction. This is your right to request correction of your personal information.
- Right to Erasure. This is your right to request, subject to certain limitations under applicable law, that your personal information be erased from our possession (also known as the "Right to be forgotten"). However, if applicable law requires us to comply with your request to delete your information, fulfillment of your request may prevent you from using Basecamp services and may result in closing your account.
- Right to Complain. You have the right to make a complaint regarding our handling of your personal information with the appropriate supervisory authority.
- Right to Restrict Processing. This is your right to request restriction of how and why your personal information is used or processed.

- **Right to Object.** This is your right, in certain situations, to object to how or why your personal information is processed.
- **Right to Portability.** This is your right to receive the personal information we have about you and the right to transmit it to another party.
- **Right to not be subject to Automated Decision-Making.** This is your right to object and prevent any decision that could have a legal, or similarly significant, effect on you from being made solely based on automated processes. This right is limited, however, if the decision is necessary for performance of any contract between you and us, is allowed by applicable European law, or is based on your explicit consent.

Many of these rights can be exercised by signing in and directly updating your account information. If you have questions about exercising these rights or need assistance, please contact us at support@timetospare.com.

What information do we collect?

Information supplied by you

Prospective volunteers must provide their name, phone number and e-mail in order to apply for volunteering opportunities. This information will be kept by Time to Spare for future communications with volunteers, as well as being passed to third party volunteering organisations and local authorities to enable them to manage your volunteer applications.

Prospective volunteers are able to create a personal account on The Site, which will enable them to access additional functionality. Personal contact details are required so that Time to Spare can create an account, allocate a unique access password and, if you agree, send out appropriate communications to volunteers registering on the site.

We may ask for this information through our Site, or as a result of other communications with us. Certain information is collected automatically (see below).

Additional information such as photographs that you may upload will be shared with the co-ordinating organisation detailed on the sign up page. They may then share that additional information with other organisations, however they will request your permission before doing so.

Automated information collection - Log files/IP addresses

When you visit The Site, we automatically log your IP address (the unique address which identifies your computer on the internet) which is automatically recognised by our web server. We use IP addresses to help us administer the Site.

Cookies

We may store some information (commonly known as a "cookie") on your computer when you visit our Site. This information facilitates your use of our Site, and helps us to provide you with the best level of service. We use cookies to ensure that you do not need to re-enter your details every time you visit our Site, and to help us remember your preferred settings. You can erase or block cookies from your

computer if you want to (your help screen or manual should tell you how to do this), but certain Site services may not work correctly, or at all, if you set your browser not to accept cookies.

Non-personal information

We may automatically collect non-personal information about you, such as the type of internet browsers you use, or the site from which you linked to our Site. You cannot be identified from this information, and it is only used to assist us in providing an effective service on our Site. We may, from time to time, supply the owners or operators of third party sites, from which it is possible to link to our Site, with information relating to the number of users linking to our Site from their sites. You cannot be identified from this information.

What do we use collected personal information for? In order to:

- verify your identity
- create and administer your account
- generate communications appropriate to your experience and interests
- customise and improve the service we provide to you
- moderate use of the Site
- contact you with information about opportunities and events
- Provide aggregate statistics for co-ordinating organisations

Disclosing your information to others

The contact details you provide will be passed to third parties, specifically the relevant local authority and volunteering organisations whose opportunities you express an interest in. This is to enable them to contact you directly about that volunteering opportunity. The details of the third parties with whom we will share information is present in the disclaimer seen during the sign up process.

Other than the disclosures referred to in this policy, we will not disclose any personal information without your permission, unless we are legally entitled or obliged to do so (for example, if required to do so by Court order, or in order to prevent fraud or any other crime).

Keeping our records accurate and accessing your information

We aim to keep our information about you as accurate as possible. If you would like to review or change your account settings, communication preferences, or the details you have supplied to us, you may do so at any time using the 'My Account' feature. You are entitled to ask for a copy of the information we hold about you. To do so, please email us at the address provided below.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are, 1) your consent and/or 2) legitimate interest. You are able to remove your consent at any time. You can do this by contacting privacy@timetospare.com

How we store your personal information

This Site is operated in Europe, and our data is held and processed inside the European Union.

We will keep your account information for the duration of the pandemic. We will then dispose of your information as detailed below.

Processors we use

As part of the services we provide, and only to the extent necessary, we may use certain third party processors to process some or all of your personal information. For identification of these processors, and where they are located, please see our [Subprocessor listing](#).

We only ever use third party processors who are GDPR compliant and have an awareness of data protection, security and confidentiality. We have signed appropriate data processing contracts that comply with GDPR with each processor.

Law enforcement

Time to Spare won't hand your data over to law enforcement authorities unless a court order says we have to. We flat-out reject requests from local and federal law enforcement when they seek data without a court order. And unless we're legally prevented from it, we'll always inform you when such requests are made.

Security & Encryption

All data is encrypted via [SSL/TLS](#) when transmitted from our servers to your browser. All data is encrypted at rest in both our databases and our backups.

Deleted data

When you cancel your account, we'll ensure that nothing is stored on our servers past 30 days. Anything you delete on your account while it's active will also be purged within 30 days (up until then it's available in the trash can).

Contacting us

If at any time you would like to contact us with your views about our privacy practices, or with any enquiry relating to your personal information, you can do so via [email](#).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>