

Privacy Policy

Date privacy notice was updated on 28/05/2025

Our organisational details:

Name: Nottingham Nightline

Email: Coordinators@nottinghamnightline.co.uk

Our governing body's details:

Name: Nottingham Nightline is legally a part of the University of Nottingham's student's Union

Phone Number: 0115 84 68800

Email: Studentsunion@nottingham.ac.uk

Introduction

Nightline recognises the importance of a Privacy Notice in order to ensure compliance with the law, maintenance of good practice, protection of service users, and the protection of Nightline itself.

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 Nottingham Nightline or a trusted third party takes when collecting, updating, storing, or sharing an individual's personal data.

'We' or 'Nightline' refers to Nottingham 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 UK GDPR. 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 Nightline, we only collect the data we need and we only share it on a need-to-know basis. Volunteers cannot see or trace phone numbers, email addresses or IP addresses.

We do not share personal data externally with the exception of the circumstances outlined in this policy. 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 use Three Rings to manage our teamwork, you can read about their privacy policy here: <https://www.threerings.org.uk/privacy-policy/>
We store most of our data on Google Workspace (i.e. Gmail, Google Drive etc) and Office 365. It is secured and supported by Google and Microsoft respectively and has been security assessed by independent organisations (including the National Cyber Security Centre: <https://www.ncsc.gov.uk/guidance/g-suite-security-review>). 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

Nightline Service Users

As a general rule, 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 Nightline services, we do 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 and email software, which is provided to Nightline by our umbrella organisation, the Nightline Association. As we use NLA software, a caller's IP and email address are hidden from volunteers and stored in the back-end of our systems for 30 days before being deleted.

Volunteers at Nightline cannot access any personal data, and the Nightline Association does not access the databases (unless requested by us as outlined below), except in exceptional circumstances where system administrators must undertake system maintenance.

In certain circumstances, 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 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**
Where we receive a call where there is a serious risk of harm to the caller we may pass personal data onto the emergency services in order to protect the vital interests of the caller

- **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**

A call-taking volunteer may ask another volunteer on the same shift that evening to briefly listen in on a call, if an abuse of service is suspected. This is to help determine what further action may be required if uncertain. Where a caller acts in an abusive or threatening manner towards our volunteers, we may disclose personal data of that caller to appropriate third parties. These parties include the police, other Nightlines, the Nightline Association and other authorities with responsibility for the welfare of our volunteers such as with the University of Nottingham and University of Nottingham's Student's Union/Guild. This is done in order to serve our legitimate interest to protect our volunteers from harm and to keep the service available for genuine users.

Volunteers and Potential Volunteers

During the process of recruiting new volunteers, we collect some information from everyone who registers their interest in volunteering. The data collected includes the following:

For recruitment purposes, personal data is collected from anyone who registers interest in volunteering.

Personal data of unsuccessful applicants is deleted after two months unless consent has been given to recontact them at the next recruitment drive. The information is not shared with anyone outside of Nightline before, during or after the recruitment drive, except under circumstances where an individual is at risk of harm to themselves or others, in which the University Wellbeing team will be contacted, and the individual will be made aware of this.

We store information about our current volunteers on three rings in order to run our service.

The volunteers provide this information themselves as a proof of consent and is entered by the Nightline committee and the volunteers are asked to confirm the details.

For our volunteers, we store this data (along with other relevant information such as the number of shifts you complete and ongoing training sessions you attend) for as long as you are a volunteer and for 365 days after you leave the Nightline.

We collect this information in order to administer the recruitment process and effectively run the service.

Website Visitors

When you visit the Nottingham 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.

Nottingham 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

Nottingham Nightline may choose to use sponsored advertising on our social media platforms. 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.

To know more about the information collected by Facebook, for example, 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 policy. If you have any additional questions, you can contact us using the contact details at the end of this policy.

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 use unsubscribe links on emails or contact us using the contact details at the end of this policy.

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 end of this policy. Please note that proof of identity may be required and providing the reason for your request will allow Nottingham Nightline to respond most appropriately. We may ask for further details if needed.

The right to erasure

This is where you can request that Nottingham Nightline delete the data that we hold on you. Please note that this will not apply if there is 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 end of this policy.

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 end of this policy.

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 re-use 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 or your national data protection regulator.

Contact Coordinators@nottinghamnightline.co.uk. We will respond to your complaint within 48 hours.

The national data protection regulator for the UK is the Information Commissioner's Office (ICO) and they can be contacted here: <https://ico.org.uk/global/contact-us/>.

If you have any questions about how data is processed within Nottingham Nightline please contact us at coordinator@nottinghamnightline.co.uk

Appropriate Policy Document on Handling of Special Category Data

During the application process, Nottingham Nightline collect special category data, specifically around unspent criminal convictions. We also collect this data from volunteers should they be subject to an unspent criminal conviction during the course of their volunteering. The purpose of this appropriate policy document is to outline the legal basis upon which we collect this information, the decisions we may take on the basis of it, and the ways in which this information will be stored.

All disclosures of unspent criminal convictions made on our training application form are strictly confidential to the Training Officers, the Coordinators and Nightline's contact in University of Nottingham's student's union (UoN SU). All disclosures of unspent criminal convictions from in-service volunteers are strictly confidential to the Coordinators and Nightline's contact in UoN SU. All decisions on accepting or excluding individuals from training will be made by the Training officers and the Coordinators, in consultation with appropriate authorities in the UoN SU.

In the event of any discrepancy between this policy and applicable law or regulation, the latter shall prevail.

Grounds for Processing Criminal Offence Data

We process criminal offence data on the following legal basis, as outlined within Schedule 1, Paragraph 1 of the Data Protection Act 2018: 'employment, social security and social protection.' ([Data Protection Act 2018 \(legislation.gov.uk\)](https://legislation.gov.uk/ukpga/2018/54/schedule/1/paragraph/1))

As is outlined in this act, this condition is met if:

"(a) the processing is necessary for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection, and;

(b) when the processing is carried out, the controller has an appropriate policy document in place (see paragraph 39 in Part 4 of this Schedule)."

As Nottingham Nightline has a responsibility to protect the wellbeing and safety of its volunteers under health and safety legislation (the Health and Safety at Work Act 1974, Section 3 ([Health and Safety at Work etc. Act 1974 \(legislation.gov.uk\)](https://legislation.gov.uk/ukpga/1974/37/section/3))), condition (a) is met. This document is the appropriate policy document that addresses condition (b), and so we have sufficient grounds to process criminal offence data.

Compliance with Data Protection Principles

At Nottingham Nightline, privacy is at the very heart of what we do. We are committed to protecting your privacy and the personal data that we hold. Please view our data protection policy for information on how we meet the seven principles of data protection as outlined in General Data Protection Regulations.

Decisions if a Volunteer Discloses an Unspent Conviction

The following offenses will lead to an automatic exclusion from volunteering for Nottingham Nightline:

- Conviction for serious offenses, including murder, rape, sexual assault, crimes associated with organizing sexual exploitation, serious crimes of violence including convictions for domestic abuse, abuse or exploitation of a child or vulnerable adult. This also includes drug, arms, and people trafficking and sexual exploitation.

Some offenses may exclude an individual from holding a particular role within Nottingham Nightline:

- Financial crimes would exclude individuals from roles such as Treasurer or Fundraising Officer.

When other criminal offenses are reported:

- Decisions to exclude potential trainees or in-service volunteers from volunteering will depend on the circumstances and severity of the crime.
- Decisions on accepting or excluding potential trainees from training, and on suspending in-service volunteers, will be made by the Coordinators, in consultation with appropriate authorities.
- The coordinators will inform the potential trainee or in-service volunteer of their decision at the earliest possibility.

Reporting Unspent Convictions

All volunteers are responsible for reporting unspent criminal convictions gained during their time as a volunteer to the coordinators. This information will be used and stored as outlined above.

Storage of Criminal Offense Data

In the event that a trainee is not accepted for training or is not selected after completing training:

- Criminal offense data relating to the potential trainee will be deleted at the earliest possibility.

In the event that a trainee is accepted as a volunteer, or a volunteer discloses an unspent criminal conviction gained during their time as a volunteer:

- Criminal offense data relating to volunteers will be retained for the duration of their time as a volunteer and deleted one year after their period of volunteering is completed.

In the event that an unspent conviction becomes spent:

- The individual is advised to inform the Coordinators at the earliest possibility in order for outdated records of previously unspent convictions to be removed.

Contacting Nottingham Nightline About Your Data

All inquiries relating to this document or your rights should be directed to coordinators@nottinghamnightline.co.uk

External Complaints Policy

This policy outlines the procedural response to external complaints raised against Nottingham Nightline, any volunteering members, or the service provided. Nottingham Nightline takes its responsibility to provide a high-quality service to both callers and volunteers extremely seriously and hence must address complaints to achieve this aim.

This policy can be amended by a simple majority vote at a General Meeting, so long as it remains compliant with the Good Practice Guidelines of Nightline Association and with any requirements in law.

Definitions

'Coordinator' refers to the role held by the two elected volunteers who are responsible for the overall quality and delivery of the service. This is the most senior rank of volunteer within the organisation.

Harassment

Nottingham Nightline adheres to both the University of Nottingham Harassment Policy (<https://www.nottingham.ac.uk/hr/guidesandsupport/complaintsgrievanceanddignity/dignity/documents/dignity-at-nottingham-policy-01-2022.pdf>)

Harassment is regarded by Nottingham Nightline as an unacceptable form of behaviour either by or from callers, volunteers, trainees, or any other individual to whom the organisation has a responsibility. Allegations of harassment shall be dealt with according to the procedures specified below. However, nothing in this policy shall prejudice the right of any party to pursue the matter through the University of Nottingham harassment complaints procedures.

Complaints by Non-Members of Nottingham Nightline

Any complaint made by a non-member of Nottingham Nightline shall be handled by the coordinators in consultation with the Nightline's contact in UoN SU.

Complaints and feedback from non-members will be treated as anonymous and confidential. The coordinators or Senior Member will respond to informal complaints within one week during full term, but will not inform the complainant of any actions taken against specific volunteers.

Written complaints must be forwarded to a coordinator or the senior member in writing directly. The identity of the complainant will be treated with the utmost confidentiality. The complaint will be initially responded to within one week during full term and dealt with as the coordinators and/or senior member deem to be appropriate.

Role of the Nightline's UoN SU contact in Complaints

The decision of the Nightline's UoN SU contact in complaints shall in all cases be final.

Right of Appeal

If any complainant is dissatisfied with the way a complaint has been dealt with by Nottingham Nightline (including Nightline's UoN SU contact), then they have the right to appeal to the University of Nottingham Student's Union.