

BIG VOICE LONDON DATA PROTECTION AND PRIVACY POLICY

1. Purpose

1.1. Big Voice London (“we”, “us”, “our”) are committed to protecting and respecting your privacy. Big Voice London has prepared this Privacy Policy (“Policy”) to outline our practices regarding the collection, use, disclosure, transfer and other processing of individually identifiable information about you (“Personal Information”). Big Voice London will process any Personal Information fairly and lawfully and in accordance with the Data Protection Act 1998 (“DPA”) and other applicable laws.

1.2. Our website may, from time to time, contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

1.3. For the purposes of the DPA, the data controller is Big Voice London, [insert address].

2. Personal information collection and purpose

A. Personal Information Collection

2.1. Subject to this Policy, Big Voice London will treat as confidential the Personal Information that Big Voice London collects about you. Big Voice London may collect the following categories of Personal Information:

2.1.1. For students: Your name, photo, email address, home contact information (address and telephone number), date of birth, gender, family status, educational details (including the name of your school/college and previous school(s)/college(s), any qualifications attained, predicted grades, extra-curricular activities, university applications and the outcome of those applications), any information on diversity, including, but not limited to sexual orientation, ethnicity, social background, age, disabilities and education, details relating to any work experience or job that you may have had or will have (including salary information), personal interests and academic/career aspirations. We may also collect Sensitive Personal Data (as defined by the DPA) from you. This includes information about your ethnic origin.

2.1.2. For family members, guardians and emergency contacts: Your name, contact information (address and telephone number), educational history and information relating to education maintenance allowance.

2.1.3. For teachers, schools, employers, mentors and volunteers: Your name, contact information, opinions, employment information, information relating to your relationship with the student and information provided to Big Voice London by organisations that may perform background checks on you from time to time (including, without limitation, the Criminal Records Bureau and the Independent Safeguarding Authority).

B. Purposes of Use of Personal Information

2.2. Big Voice London may use the Personal Information listed above for the following purposes:

2.2.1. For students:

- a) to process your application for a place on our programmes;
- b) various administrative purposes in connection with the operation of the programmes;
- c) to provide it to our partners we are working with in providing programmes you have applied to;
- d) to provide you with information about other services we offer that are similar to those you have already enquired about;
- e) for statistical purposes;
- f) for promotional purposes;
- g) for programme evaluation purposes;
- h) for the purposes of reviewing career progression;
- i) to notify you about changes to our service or policies; and
- j) we may use the information to customise the website according to your interests.

2.2.2. For family members, guardians and emergency contacts:

- a) for statistical purposes;
- b) to contact you in case of an emergency;
- c) promotional purposes; and
- d) programme evaluation purposes.

2.2.3. For teachers, school staff, employers, mentors and volunteers:

- a) for the purpose of processing your information as a referee/mentor/volunteer (as the case may be);
- b) administrative purposes in connection with the operation of our programmes;
- c) promotional purposes; and
- d) programme evaluation purposes.

3. Access by the Big Voice London administrative volunteers (“Coordinators”) and board members

3.1. Within Big Voice London, access to your Personal Information is restricted to the Big Voice London Coordinators and board members on a need-to-know basis or as required by law.

4. Disclosure and international transfers of personal information

4.1. For students: We may disclose your Personal Information to your teachers, schools, your parents, the organisations we work with, your mentors, prospective supporters (e.g. charitable trusts) and current and prospective funders of Big Voice London.

4.2. For family members/guardians: We may disclose your Personal Information to the organisations in which we place your family member/ward (or propose to place your family member/ward).

4.3. For teachers, school staff, employers, mentors and volunteers: We may disclose your Personal Information to the organisations we work with, prospective supporters (e.g. charitable trusts) and current and prospective funders of Big Voice London.

4.4. Because the internet infrastructure is global, the information you provide may be transferred to countries outside the European Economic Area (“EEA”) that do not have similar data protection legislation during use as set out in this policy (for example, we may host the website on servers located outside the EEA). However, this policy attempts to improve the security of your information. In the event that we wish to transfer data for processing to a country outside the EEA we will ensure that suitable arrangements are in place to protect your privacy. By submitting your information, you consent to these transfers.

5. Changes to the policy

5.1. Should Big Voice London decide to substantially modify the manner in which Big Voice London collects or uses Personal Information, the type of Personal Information that Big Voice London collects or any other aspect of this Policy, Big Voice London will notify you as soon as possible of such changes by reissuing a revised Policy on our website (www.bigvoicelondon.co.uk), or taking other steps in accordance with applicable laws.

6. Accuracy of and access to your personal information

6.1. You are entitled to access Personal Information held about you (subject to limited exceptions). In addition, you have the right to have inaccurate Personal Information corrected or removed and to object to the processing of your Personal Information. If you wish to access such Personal Information, you should apply in writing to the Chief Executive Officer of Big Voice London at the address set out on our website (www.bigvoicelondon.co.uk). We may charge you a small administrative fee to access your data (which is currently £10).

6.2. To assist us in maintaining accurate Personal Information, you must advise us of any changes to your Personal Information. In the event that Big Voice London becomes aware of any inaccuracy in the Personal Information that Big Voice London has recorded, Big Voice London will correct that inaccuracy at the earliest practical opportunity.

6.3. We will store your data for up to 3 years following the conclusion of the time of your last engagement with Big Voice London. After this time, your data will be deleted. Where there is a welfare concern or safeguarding issue, your data will be stored for up to 7 years.

7. Withdrawing consent

7.1. You have the right to withdraw your consent to us processing your information at any time. Please contact us on info@bigvoicelondon.co.uk and we will promptly process your request.

8. Security

8.1. Big Voice London maintains appropriate technical and organisational security measures to protect Personal Information against accidental or unlawful destruction, or accidental loss, alteration, unauthorised disclosure or access, in compliance with applicable laws.

9. Complaints

9.1. If you are concerned that we have breached a privacy/data protection law or code binding on us, please send an email to info@bigvoicelondon.co.uk. We aim to respond in a reasonable time (normally 30 days).

9.2. You have the right to complain to the Information Commissioner's Office (ICO) if you believe we do have not handled your request in an appropriate manner. For information on contacting the ICO please see their website here: <https://ico.org.uk/concerns/>.

10. Questions?

10.1. Please address all questions to the Chief Executive Officer of Big Voice London on the following email address: victoria.anderson@bigvoicelondon.co.uk.