

Data Privacy Policy

Background

Our practices are aligned with the General Data Protection Regulation UK (GDPR UK), which came into effect on the 31st December 2020, and the existing ePrivacy regulation, called the Privacy and Electronic Communications Regulation (PECR).

The GDPR requires that Data Controllers (defined as those who take ultimate responsibility for the data) provide certain information to people whose Personal Data they hold and use. A Privacy Notice (sometimes also referred to as a Fair Processing Notice) is one way of providing this information.

A Privacy Notice is required to satisfy the transparency and purpose limitation requirements mentioned above. Articles 13 and 14 of GDPR state the information that must be provided.

Information to be provided

Privacy Notices must include, as a minimum:

- the name and contact details of the organisation;
- the name and contact details of the representative and Data Protection Officer;
- the purposes of the Processing;
- the lawful basis for the Processing;
- the recipients of the Personal Data;
- the retention periods for the Personal Data;
- the rights available to individuals in terms of the data Processing;
- the right to withdraw consent; and
- and the right to lodge a complaint.

The information must be clear, concise, transparent and easily accessible. It must be regularly reviewed and updated when necessary, with people informed about changes.

Example Policy (X Nightline)

What is personal data?

‘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
- Location data
- Ethnicity

‘Special category data’ is more sensitive information, for example genetic information or records of previous criminal offences.

Your rights

We want to inform you of your rights when it comes to your data and we would like to help you to better understand them. These are:

Consenting to data processing

By disclosing personal data to X Nightline, you are consenting to the collection, storage and processing of data in the manner described in this policy, unless clearly stated otherwise.

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 and the reason for your request will be necessary for X Nightline to respond appropriately. We may ask for further details if needed.

The right to be "erased".

This is where you can request that X Nightline delete the data that we hold on you. Please note that this will not apply if there is lawful duty 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.

Why we Collect your Data

At X Nightline, we would like to build long-lasting relationships with our volunteers, supporters and contacts based on trust, transparency and compassion; and we want to provide the best service possible.

'Processing' is the action that X Nightline takes when collecting, updating, storing or accessing an individual's personal data to produce meaningful information which helps X Nightline to grow and develop.

Processing your data enables us to understand you better, communicate with you and others in the most appropriate way and adhere to best practices whereby your data and preferences are kept up to date.

In turn, this better equips us to fulfill our aims: to ensure that every student at an educational institution based in (X Nightline), is aware of, and has access to, confidential emotional peer support, which is non-advisory, non-judgemental, and open all night from 8pm-8am.

How we Process and Use your Data

At X Nightline, we only collect the data we need and we only share it on a need to know basis. We do not sell or share personal data externally except when we are required by law to do so.

We store most of our data on G Suite (i.e. Gmail, Google Drive). It is secured and supported by Google and has been security assessed by independent organizations (including the National Cyber Security Centre: <https://www.ncsc.gov.uk/guidance/g-suite-security-review>).

We store some data on other systems when G Suite is not the best place. For every system we use, we check that it complies with privacy laws and that it has good privacy and security practices.

We are provided guidance on the best practice in the secure use of G Suite and data security by our parent organisation, the Nightline Association.

Nightline Service Users

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 X Nightline by our parent organisation, the Nightline Association. Volunteers at X Nightline cannot access any personal data, and the Nightline Association does not access the databases, except in exceptional circumstances where system administrators must undertake system maintenance.

Any service data about service users, which we pass onto the Nightline Association for statistical analysis, remains anonymous and is therefore not considered personal data under GDPR.

Volunteers and Potential Volunteers

At X Nightline we recruit annually in October. During this process, we collect some information from everyone who registers their interest in volunteering. This includes their email address and the institution where they study. In addition to this, we also ask the applicants general questions about themselves to assess their suitability for the role. Once the recruiting procedure is over, we retain the information for one year. The information is not shared with anyone outside of X Nightline before, during or after the recruitment drive.

We have an equal opportunities policy, therefore we do not ask our applicants during any part of recruitment about their age, race, sex, religion, political association, ethnic origin, disability or sexual orientation.

If you wish to withdraw the information that you have shared with us or discuss this further, please email us at >...< and we will get back to you ASAP.

Website Visitors

When you visit the X 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.

X 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.

You can choose to opt-out of cookies by changing the setting of your browser.

Social Media and Third Party Advertisers

X Nightline may choose to use third party advertising on their 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>

Monitoring vulnerability

Children and Young People

X Nightline is not a service designed for use by those under the age of 18 ("Children").

Nightlines are required to disclose personal information of children in these circumstances:

- We believe your life or someone else's life is in danger
- A child is being hurt by someone in a position of trust such as a teacher, religious leader etc.
- You tell us that you're seriously hurting another person
- You tell us about another child who's being hurt and is not able to tell someone or understand what is happening to them
- We're told we have to by law, for example for a court case.

Sharing Data

All data collected will be shared amongst the committee members on a need-to-know basis. This will be anonymised and non-identifiable.

On occasion, this data may also be shared with volunteers of the service if it is deemed helpful. When this occurs, the data will remain anonymous and non-identifiable as highlighted above.

There are only four specific situations when information collected from our callers' will be shared with external organisations. These are:

1. **Terrorism**

Any calls relating to a threat or information of a terrorism act will be forwarded on to the police. More information can be found in our Disclosure to Third Parties policy.

2. **Safeguarding**

Any calls where there is a threat to either a child or a vulnerable adult will be forwarded on to the police. More information can be found in our Disclosure to Third Parties policy.

3. **Suicide**

Any calls where there is a serious risk of harm to the caller will be forwarded to the emergency services. More information can be found in our Suicide Policy.

4. **Court Order**

Information may be disclosed to the police if requested under a court order by a judge.

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

GDPR:

The UK GDPR is the retained EU law version of the General Data Protection Regulation ((EU) 2016/679) (EU GDPR). It forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018 and as amended by Schedule 1 to the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 (SI 2019/419).

It is defined in section 3(10) of the Data Protection Act 2018 (DPA 2018), supplemented by section 205(4).

Model Privacy Notice