



LEAP Privacy Notice

“LEAP” is the City of London Corporation’s employee volunteering programme. The City of London Corporation (“the City Corporation”) is the Data Controller and is committed to protecting your privacy when you participate in the LEAP programme. This Privacy Notice explains how we, the City Corporation’s Corporate Volunteering team, use information about you and how we protect your privacy.

If you are an employee of the City Corporation, you should read this Privacy Notice in conjunction with the Data Protection Policy and privacy notices for employees and volunteers which are available in the Employee Handbook available at: [https://corpoflondon.sharepoint.com/sites/Intranet/DocumentsHRLibrary/EmployeeHandbook-Data- Protection-Policy.pdf](https://corpoflondon.sharepoint.com/sites/Intranet/DocumentsHRLibrary/EmployeeHandbook-Data-Protection-Policy.pdf). and on our public website: [Data Protection Policy - City of London](#)

If you have any concerns or questions about how we look after your personal information, please contact the Corporate Volunteering Manager in the first instance at corporatevolunteeringmanager@cityoflondon.gov.uk or the City Corporation’s Data Protection Officer, also the Comptroller and City Solicitor, Michael Cogher, at Information.Officer@cityoflondon.gov.uk

Please note - this Privacy Notice was updated on: **7 February 2025**

Department responsible for this personal data: Town Clerks Department – People & HR.

1. Your personal data.

Personal data is anything that directly or indirectly identifies and relates to a living person, such as a name, address, telephone number, date of birth, your gender, age, how the application was made etc. etc.

All personal data collected will be evaluated periodically and only kept as long as necessary or in line with legal requirements.

We collect your personal data as provided to us via the Thrive CSR Platform i.e. when you register to promote a volunteering opportunity or when you register to create a profile and apply for opportunities. As an account holder you will need to provide your name, email address and password in order to register or apply for volunteering opportunities.

If you are registering and applying for opportunities as an employee of the City Corporation, you will be asked to provide some or all of the following information:

- Your name.
- City Corporation department/section details.
- Any personal information provided by you to the organisation or charity to support your volunteering or the arrangement of your volunteering.
- Opportunity contact details if you are promoting an opportunity within your

- department.
- Your image – photograph or recording which may be used for promotional activities

Additional personal data may be collected from you if you choose to take part in any of our surveys carried out to gauge the success of the LEAP programme and the Thrive CSR Platform. This information might include feedback on your experience of using the Thrive CSR platform, feedback on your volunteering experience and photographs or videos from your volunteering.

If you are registering an organisation to promote a volunteering opportunity, the following additional personal information is collected on the Thrive CSR Platform registration form:

- Name and contact details of a volunteering contact.
- Any personal information provided by you in the “general description of the activities of the organisation” box.

2. Why do we need your personal data.

We will collect and process the above data about you:

- Create and administer your Thrive CSR Platform account, this will also include verifying your identity when creating an account on our Thrive CSR Platform
- To match opportunities between volunteers and organisations, if required.
- To respond to any correspondence received from yourself/your organisation.
- To communicate with you and inform you of any news and updates about the LEAP programme, the Thrive CSR Platform.
- To carry out surveys.
- To prepare reports to track volunteer impact, number of volunteers and hours served, and to give any special recognitions.
- Where photos/ recordings are taken or provided these may be used for promotional activities, including social media activities examples of the systems used include but are not limited to,
 - City of London intranet (COLNET) pages
 - City of London’s Facebook page
 - City of London’s Twitter page
 - City of London’s Instagram page

3. How the law allows us to use your personal data.

There are several legal reasons why we will need to collect and use your personal data in different circumstances.

Generally, we collect and use personal data where:

- We have received your consent, and your explicit consent in the event of special category data being processed.

- It is necessary for the purposes of legitimate interests pursued by the data's controller.

4. Consent.

If we have consent to use your and your guest(s) personal data for any particular reason, you both have the right to remove your consent at any time. If you want to remove your consent, please contact corporatevolunteeringmanager@cityoflondon.gov.uk and tell us about the personal data being used and where it is being used or the department using this data, so we can respond to your request.

5. Your rights regarding your personal data.

The law gives you a number of rights in relation to what personal data is used by the City of London, and how it is used. These rights are listed below, and full details can be found in the [City of London Corporation Data Subjects' Rights Policy](#)

Your Rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your data to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at information.officer@cityoflondon.gov.uk

Our Sites may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites and any services that may be accessible through them have their own privacy policies and that we do not accept any responsibility or liability for these policies or for any personal data that may be collected through these websites or services, such as contact and location data. Please check these policies before you submit any personal data to these websites or use these services.

You can ask us to:

- provide you with a copy of the personal data that we hold about you;
- correct personal data about you which you think is inaccurate;
- delete personal data about you if you think we no longer should be using it;
- stop using your personal data if you think it is wrong, until it is corrected;
- transfer your personal data to another provider in a commonly used format;
- not use automated decision-making processes to make decisions about you.

6. Who do we share your personal data with.

In some circumstances, we use other organisations to either store personal data or use it to help deliver our events to you. Where we have these arrangements, there is always an agreement in place to make sure that the organisation complies with data protection law.

We note that images and recordings may be shared with third parties, for example other local authorities or organisations who are involved with the event taking place.

Sometimes we have a legal duty to provide personal data to other organisations. We may also share your personal data when we consider/believe that there is a good reason to do so, which is more important than protecting your privacy. This doesn't happen often, but in these circumstances, we may share your personal data:

- to find and stop crime and fraud; or
- if there are serious risks to the public, our staff or to other professionals;
- to protect a child; or to protect adults who are thought to be at risk, for example if they are frail, confused or cannot understand what is happening to them.

For all these reasons, the risk must be serious before we can override your right to privacy.

If we are worried about your physical safety or feel we need to take action to protect you from being harmed in other ways, we will discuss this with you and, if possible, get your permission to tell others about your situation before doing so.

We may still share your personal data if we believe the risk to others is serious enough to do so.

If this is the case, we will make sure that we record what personal data we share and our reasons for doing so. We will let you know what we have done and why, if we think it is safe to do so.

The personal information provided through the Thrive CSR Platform will be shared between volunteers and organisations who have promoted the volunteering opportunity. This is to enable direct contact between both parties about the volunteering opportunity. We recommend that volunteers read and understand the privacy policy of the organisation they are volunteering with.

We use a third-party UK based organisation to store personal information for the purposes of the Thrive CSR Platform. We have an agreement in place requiring the third-party to protect personal information and comply with their obligations under data protection law.

We will not transfer your personal information outside of the UK and we will not disclose your personal information without your permission unless we are legally obliged to do so.

7. How do we protect your personal data.

We have a legal duty to make sure we hold your personal data (on paper and electronically) in a secure way, and to only make it available to those who have a right to see them. Examples of our security include:

- Encryption, meaning that personal data is hidden so that it cannot be read without special knowledge (such as a password).
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal data from getting access to it
- Restricting the amount of personal data which is used in regard to the activity.
- Training for our staff allows us to make them aware of how to handle personal data, and how and when to report when something goes wrong.

You can find more details of our Information Security expectations in our IT Security Policy. In addition, we have put in place appropriate technical and organisational measures to protect the security of your personal information. Third parties will only process your personal information on

our instructions and where they have agreed to treat the information confidentially and to keep it secure.

8. Where do we store your personal data.

Most of your personal data or that of your guest(s) is stored on systems in the UK or EU. However, there are some occasions where your personal data may leave the UK/EU either to get to another organisation, or where it is stored in a system outside of the UK.

We have additional protections on your personal data if it leaves the UK ranging from secure ways of transferring data to ensuring we have a robust contract in place with that third party.

9. How long do we keep your personal data for.

We will only retain your personal information within the Thrive CSR Platform whilst your account remains active, unless we require your personal information for the purposes of satisfying any legal or reporting requirements. Accounts that have been inactive for more than five years will be deleted.

Any photographs or videos from your volunteering which are used in our promotional materials will be retained and used for a period of three years from when the photo or video was taken. After 3 years photographs and videos will be deleted. If you withdraw your consent for the processing of your personal information, your LEAP account will be deleted, including all personal information within the Thrive CSR Platform.

If you receive a copy of our newsletter, your personal data will be processed for the length of time that you wish to receive the newsletter.

As an employee of the City Corporation, information about your volunteering and/or participation in the LEAP programme may be retained in other City Corporation systems, for example as part of the City Corporation's Performance Development Competency Framework.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

10. Related links.

- [Photograph and recording privacy notice.](#)

11. Further information

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

You have the right to make a complaint at any time to the ICO. However, we would appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance using the details set out above, or by contacting the complaints team at complaints@cityoflondon.gov.uk or by writing in to:

Complaints Officer Town Clerk's Department City of London, PO Box 270 Guildhall London EC2P 2EJ