

Blunham Good Neighbour Scheme – Privacy Notice

Effective Date: 26/11/2025

Contact: bgns.secretary@blunham.com

Registered Charity Number: 1204874

1. Who We Are

Blunham Good Neighbour Scheme is a registered charity in England and Wales. We are committed to protecting your data and respecting your privacy. This notice explains how we collect, use and safeguard your personal information.

2. What Data We Collect

We may collect and process:

- Financial information such as donations and expenses
 - Volunteer records
 - Client data gathered to deliver our services, including:
 - Transport to medical appointments (e.g. GP, hospital eye clinic)
 - Befriending visits and home-based support (e.g. simple DIY tasks, form-filling assistance)
 - Any other personal data provided via email, phone or paper forms
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3. How We Use Your Data

We use your information to:

- Manage finances and report in to the Parish Council and the Charity Commission
- Recruit, train and communicate with volunteers
- Coordinate transport to medical appointments and ensure safe, accessible journeys
- Provide befriending visits and home-based support (DIY, form-filling, paperwork assistance)
- Send newsletters, event invites and fundraising appeals (where consented)

- Comply with legal and regulatory obligations
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4. Lawful Bases for Processing

We rely on:

- **Consent** – for marketing, befriending feedback, special-category data (e.g. health/support needs)
 - **Legal obligation** – statutory record-keeping
 - **Legitimate interests** – improving services, volunteer management
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5. Sharing Your Data

We do not sell your information. We may share:

- Transport details with volunteer drivers or coordinators to deliver the service
 - Befriending notes with safeguarding officers where required by law
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6. Data Retention

We keep your data only as long as necessary:

- Financial records – 6 years
 - Volunteer files – 2 years after last activity
 - Job logs and client data – 7 years from last contact
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7. Your Rights

You can:

- Access, correct or delete your data
- Withdraw consent at any time
- Object to or restrict processing
- Lodge a complaint with the ICO

Contact us at: bgns.secretary@blunham.com

8. Security

We protect your data by restricting access to authorised staff and volunteers

9. Changes to This Notice

We may update this notice. The latest version is on our website or available on request.