

Quest for Learning  
Thameside Primary School  
Cotman Close  
Abingdon  
Oxfordshire  
OX14 5NL

Email: [info@questforlearning.org.uk](mailto:info@questforlearning.org.uk)  
Website: [www.questforlearning.org.uk](http://www.questforlearning.org.uk)



## QfL - Privacy Notice

We will only use personal data that we collect in line with all applicable laws, including the UK General Data Protection Regulation (UK GDPR) and we are committed to protecting your privacy.

### Who we are

Quest for Learning is a registered charity in England and Wales number 1107219. Registered address Thameside School, Cotman Close, Abingdon, OX14 5NL.

We are committed to protecting your privacy and will only use personal data that we collect in line with all applicable laws, including the UK General Data Protection Regulation (UK GDPR). The purpose of this statement is to explain what personal information we collect and how we may use it.

### Supporter Privacy Notice

#### What data do we collect about you?

1. Your name
2. Contact address(es)
3. Telephone number(s)
4. Email address(s)
5. Records of your communications with us
6. Donation and Gift Aid information
7. Bank details when you set up a standing order
8. Card payment details to process a donation, lottery membership, event entry, or a merchandise purchase.
9. Information you may provide onto our website such as date of birth or reason for donating
10. Any other information you choose to share with us such as your relationship to other supporters or patients or the name of your employer.

When you use our website, we use tools like Google Analytics to collect information such as your IP address, the browser you use (e.g. Internet Explorer, Firefox, etc.), domain names, the time of day you accessed the website, and referring Website addresses. This information helps improve our online services, ensures security, and helps protect against fraud. It also assists with diagnosing online problems with our website.

We also use cookies to give us more understanding of how people use our website. [See our Cookies Policy here.](#)

#### How do we use the data we collect about you?

We use your personal data for a number of purposes including the following:

- To keep a record of donations you make to Quest for Learning, actions you take, and our communications with you

- To process credit and debit card donations you make
- To process standing orders or direct debit payments you make
- To claim gift aid on your donations via HMRC
- To process your lottery or raffle draw entries
- To process your purchase of merchandise from our online shop
- To send you marketing information about our work and fundraising activities
- To process your entry for Quest for Learning events, manage your participation, and communicate with you about it
- To support community-based fundraising you may be taking part in
- To ensure we do not send unwanted information if you have informed us you do not want to be contacted.
- To comply with applicable law and regulations

To help us better understand our supporters, we sometimes review your data to evaluate interests and preferences. We also look at geo-demographic information (i.e. the area you live in and the socio-economic make up of your neighbourhood). Information is taken from publicly available sources, such as public registers of listed Directorships, typical earnings in a geographic area, information from the electoral roll, press reports, and social media posts.

This means that when we need to approach supporters for donations, we do it ethically and cost effectively by asking the right people and organisations at the right time.

By law we're allowed to process your data for one or more of these reasons:

- you have given consent
- it is necessary for us to be legally compliant such as retaining details of your financial support for auditing purposes including information relating to any Gift Aid claims to HMRC pertaining to donations you have made.
- there is a **legitimate interest** to do so (e.g. to continue our existing relationship, in order to ask for your support and process donations for our Charity provided you haven't requested we don't contact you). In this way, we are providing ongoing awareness of our fundraising journey.

Sometimes, we need to share information with authorised people or organisations so they can deliver services to you on our behalf. For example, we sometimes use an external party to help produce our high volume mailings or organise events.

### Our third-party suppliers

We may need to share your information with service providers who help us to deliver our fundraising activities and appeals. These 'data processors' will only act under our instruction and are subject to pre-contract scrutiny and contractual obligations containing strict data protection clauses. We do not allow these organisations to use your data for their own purposes or disclose it to other third parties and we will take all reasonable care to ensure that they keep your data secure.

### How to update your consent

We will make it easy for you to tell us if you would like to receive marketing communications from us and the ways in which you would like to receive this information (post, email, and phone) and we will not send you marketing materials if you tell us that you do not wish to receive it.

With your permission, we use your personal information for keeping you informed about our fundraising events and the development of our services, and also for sending newsletters and details of events.

If you have provided consent for us to contact you by email, and have provided your email address, you can unsubscribe from email marketing communications at any time by emailing

[info@questforlearning.org.uk](mailto:info@questforlearning.org.uk) or clicking the unsubscribe link in the most recent e-newsletter you have received from us.

If you have provided consent for us to contact you by telephone, and have provided us with your telephone number, you can unsubscribe from telephone marketing communications at any time by also emailing [info@questforlearning.org.uk](mailto:info@questforlearning.org.uk) or writing to us at the address below.

If you do not wish us to mail you information or updates from Quest for Learning by post, please write to us at: Quest for Learning, Thameside School, Cotman Close, Abingdon, OX14 5NL. Alternatively, you can phone us on 01235 527600, or email us at [info@questforlearning.org.uk](mailto:info@questforlearning.org.uk).

Please note, it can take up to 6 weeks for these changes to be made.

### **Our promise to you**

We will only use your information within Quest for Learning for the purposes for which it was obtained. We will not, under any circumstances, share or sell your personal data with any third party for their own marketing purposes.

### **How we keep your data safe**

We ensure there are appropriate technical controls in place to protect your personal details. For example, our online forms are always encrypted and our network is protected and monitored. Any credit card details you provide offline are securely destroyed after processing your payment.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff and volunteers.

When using websites owned by other organisations to communicate with us, such as Twitter or Facebook, you should check their privacy policies/notices.

### **Your rights over your personal data**

Under the UK General Data Protection regulation, you have the right to:

- access your personal data
- rectify, erase or restrict your data
- data portability – request transfer of your data
- to lodge a complaint with Quest for Learning or the Information Commissioners Office

Please note that in certain circumstances, we have a legal obligation to retain some of your information for financial auditing purposes including gift aid claims to HMRC.

For more information, please contact the Data Protection Officer using the following details:

The Data Protection Officer  
Quest for Learning  
Thameside School  
Cotman Close  
Abingdon  
OX14 5NL

### **Employees and Job Applicants Privacy Notice**

#### **What data do we collect about you?**

We collect personal data about you for employment purposes, with the aim of meeting the regulatory

and contractual obligations to enable us to carry out our duties as an employer. This includes processing your pay and pension, providing information for statistical purposes, and ensuring that all health and safety standards are successfully complied with.

The personal data we collect may include one or more of the following:

1. Your name
2. Home address
3. Telephone number(s)
4. E-mail address
5. Bank details
6. Emergency contact details
7. Date of birth
8. Gender
9. National Insurance number
10. Nationality
11. DBS certificate number and date
12. Copies of qualifications and professional registration numbers (e.g. NMC, GMC)
13. Pre - employment references
14. Photo
15. Health conditions
16. Vehicle registration details
17. Records of your correspondence with us
18. Proof of ID / Proof of right to work in the UK
19. CCTV footage
20. Any information you choose to share with us (such as information for statistical purposes)
21. Information you may send to us or enter onto our website (such as speculative CVs or Application Forms)

When you use our website, we use tools like Google Analytics to collect information such as your IP address, the browser you use (e.g. Internet Explorer, Firefox, etc.), domain names, the time of day you accessed the website, and referring Website addresses. This information helps improve our online services, ensures security, and helps protect against fraud. It also assists with diagnosing online problems with our website.

We also use cookies to give us a greater understanding of how people use our website. [See our Cookies Policy here.](#)

### How do we use the data we collect about you?

We use your personal data for a number of purposes including the following:

- to process job enquiries and expressions of interest
- to complete our recruitment process
- to process the details of your contract of employment, pay, and pension, and keep a record of employment related matters.
- to deliver our services as an employer
- for our own internal administrative purposes
- for statistical purposes appropriate to our services
- to comply with relevant laws and regulations.

By law we're allowed to process your data for one or more of these reasons:

- you have provided consent
- it is necessary for us to be legally compliant

- there is a legitimate interest to do so (e.g. in our role as an employer) See our full [legitimate interests statement](#) for further information

We will never share, sell, swap, or rent your data to third parties for marketing purposes.

We only provide authorised parties (for example, the HMRC, Health & Safety Executive, pension schemes, our childcare vouchers provider, etc.) with the data they need to deliver relevant services.

We will always keep your data secure and confidential. However, disclosure may be required by law, for example to government bodies and law enforcement agencies.

### How we keep your data safe

We don't keep your data for longer than is necessary for the purposes for which it is processed. This is in accordance with our Data Retention policy which adheres to the requirements of the UK GDPR.

We have security procedures, rules, and technical measures to protect your data. Your data will be kept in a secure environment with access restricted to a "need to know" basis.

### How we update your personal data

We want to make sure that your personal data is accurate and up to date. Please let us know if your details change.

To let us know of any changes please contact:

Human Resources, Quest for Learning, Thameside School, Cotman Close, Abingdon, OX14 5NL

Email: [info@questforlearning.org.uk](mailto:info@questforlearning.org.uk)

### Volunteers Privacy Notice

This privacy notice is intended to let you know how and why we use the data you provide to us. You don't need to do anything – but please read this notice carefully.

### Who we are

Quest for Learning is a registered charity number 1107219. Registered address Thameside School, Cotman Close, Abingdon, OX14 5NL.

We are committed to protecting your privacy and will only use personal data that we collect in line with all applicable laws, including the UK General Data Protection Regulation 2018 (UK GDPR).

### What data do we collect about you?

We collect the following data about all volunteers:

- Address
- Telephone number(s)
- E-mail address
- Records of your correspondence with us
- Emergency contact information
- Reference information
- Equality & Diversity monitoring information

For some Volunteer Roles we also collect:

Relevant information to process a DBS application

- DBS certificate number and date
- Details of criminal convictions
- Vehicle registration, driving licence, and insurance details
- School information (for work experience/Duke of Edinburgh volunteers)
- Copies of relevant qualifications and professional registration numbers

## How we use the data we collect about you

We use your personal data for a number of purposes including the following:

- To process volunteer enquiries and expressions of interest
- To complete the volunteer recruitment process
- To support your ongoing volunteering relationship with us
- To share with your supervisor
- To send you information linked to your volunteering at Quest for Learning, for example, our volunteer newsletter and information about volunteering opportunities & events.
- For our own internal administrative purposes
- To carry out research and surveys about our services
- To analyse internal volunteering trends and processes
- To comply with applicable laws and regulations.

In addition, volunteers may choose to be contacted as supporters in which case the Supporter privacy notice will also apply.

By law we're allowed to process your data for one or more of these reasons:

- you have given consent
- it is necessary for us to be legally compliant
- there is a legitimate interest to do so (i.e. to communicate with you about your role as a volunteer). See our full [legitimate interests statement](#) for further information

We will never share, swap, rent, or sell your data to third parties for marketing purposes.

Sometimes we need to share information with authorised people or organisations. You would be informed of this in advance and we only provide authorised parties with the data they need to deliver relevant services and ensure they have the same or equivalent securities and confidentiality processes.

We will always keep your data secure and confidential. However, disclosure may be required by law, for example to government bodies and law enforcement agencies.

## How we protect and keep your data

We don't keep your data for longer than is necessary for the purposes for which it is used. If you apply, but don't become a volunteer we will keep your data for six months. If you become a volunteer and then leave, we will keep it for 12 months.

If you tell us not to contact you, we will update our records accordingly.

We have security procedures, rules, and technical measures to protect your data. Your data will be kept in a secure environment with access restricted on a need to know basis.

Personal data is not transferred to a country or territory outside the UK. When using websites owned by other organisations to communicate with us, such as Twitter or Facebook, you should check their privacy policies/notices.

## How we update your personal data

We want to make sure that your personal data is accurate and up to date. Please let us know if your details change. We may use publicly available sources to keep your records up to date, for example, checking your postcode is correct using the Royal Mail postcode lookup facility.

To update your personal data please contact:

E-mail: [info@questforlearning.org.uk](mailto:info@questforlearning.org.uk)

Tel: 01235 527600