

PRIVACY & PERSONAL DATA

Durrell

Our volunteers are important to us and just like any time, effort and skills, kindly volunteered and donated to our charity, we take your privacy and personal data seriously. Our volunteer programme and volunteer numbers have developed and grown and, because of this, we have chosen to run our volunteer programme through specialist volunteer software, provided by 'Better Impact'. This software helps us make the very best of the time you volunteer with us. It will allow you to track your volunteer journey with us, manage your own shifts, sign up and in from home or even when you are out and about. This can be done from almost any computer and through most smart phones and tablets; sign in stations will also be on site at Jersey Zoo.

Through signing up it is understood that you provide consent for Durrell to keep a record of the data you provide to help run our volunteer programme. We will not use your data for any other reason. Better Impact will store that data. We have checked they are a reputable company and we are not the only zoo or charity to use their software. As mentioned we take your privacy and personal data seriously so please continue reading for more details on Better Impact.

Daniel Craven

Durrell Volunteer manager

Better Impact

Better Impact Software Ltd is a registered company in England and Wales. However, as Better Impact Inc. (of Canada) is involved in the processing as a subcontractor, Article 27, which states a representative of the company must be named for GDPR reasons, applies.

The designated GDPR representative for Better Impact Software Ltd is Kate Saunders (kate@BetterImpact.co.uk , 020 3014 0226 Ext 152). In addition to our GDPR representative, any communications related to GDPR should also be copied to the CEO, Tony Goodrow (tony@betterimpact.co.uk , 020 3014 0226 Ext 120).

Better Impact and your data;

a) Better Impact Software Ltd. will host the data and the backups of the data in Canada exclusively, and in accordance with the ICO's (Information Commissioner's Office, the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals) data protection principles.

b) Better Impact Software Ltd. shall not at any time before, during or after the termination of this Agreement resell, lease, rent, disclose, release, permit the disclosure or release, nor provide access to any information related to any person listed with the software database, except to the Better Impact team and only for the purpose of support the use of the Software.

c) Better Impact Software Ltd. shall not at any time before, during or after the termination of this Agreement use, or make use of any information related to any person listed with the software database for any purpose other than those required in the provision of the software to the Organisation.

d) Subject to part (b) above, Better Impact Software Ltd. may generate aggregate reports such as but not limited to the number of constituents in the database, the number of volunteer hours recorded within the Software provided that no information related to individual constituents is included in any report.

e) Better Impact Software Ltd. uses and will continue to use commercially reasonable efforts including brute force protection and an intrusion detection system to prevent unauthorized access to the servers storing the data for the Software and agrees to inform the Organisation in the event of unauthorized access.

It is the European Commission who proposes and implements laws which are in keeping with the objectives of EU treaties. This includes the data protection law. On top of all European countries who must abide by the standards set by the commission the European Commission has so far recognised Andorra, Argentina, Canada (commercial organisations), Faroe Islands, Guernsey, Israel, Isle of Man, Jersey, New Zealand, Switzerland, Uruguay and the US (limited to the [Privacy Shield framework](http://ec.europa.eu/justice/dataprotection/international-transfers/adequacy/files/canada_st15644_06_en.pdf)) as providing adequate protection. http://ec.europa.eu/justice/dataprotection/international-transfers/adequacy/files/canada_st15644_06_en.pdf.

Data will remain stored for as long you remain a volunteer and for a period of either five years thereafter or five years from their last date of logging into the system, whichever is greater. At that point, the data record will be deleted. If you want to have your records deleted, no problem we can do that. More details here [Better-Impact-and-the-GDPR.pdf](#)

If you would like to discuss this with Durrell please contact daniel.craven@durrell.org and title your email 'Volunteer data protection'