

Privacy and Cookies Policy
Big Sibling/Little Sibling Version
Big Brothers Big Sisters UK Foundation

Version Control	
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Privacy and Cookies

At Big Brothers Big Sisters UK Foundation, we collect information about you. We want to make sure you understand why we collect it and how we use it. We know it's important to you that we keep this information safe. Have a read and ask us if you have any questions about it.

Who are we?

Big Brother Big Sisters UK Foundation is a national charity based in Oxfordshire. We have registered the charity with the Charities Commission and Companies House. We have also told the Information Commissioner's Office that we collect information about people and we have to show that we obey the law. You can find out how to contact us at the end of this policy.

What information do we collect about you?

We work with other charities and businesses to support you as a Big Sibling or as a Little Sibling in your local area. Those charities use our software product to collect information about you when you are part of the Big Brothers Big Sisters programme. It might be simple information like your name, address and email address or it might be information from your computer that could tell us who you are (like your IP Address for example). Information that can identify you as an individual is called 'Personal Data'.

We don't usually see this information at the national charity, but sometimes we might have to see it. We explain why later on.

We collect information about other people that we work with in our charity and other organisations. Usually, these people are adults, and we describe what we collect about them in our main Privacy Policy. If you have questions about that, tell us and we can explain it to you.

How do we collect data or information from you?

We collect information about you when you:

- Ask for more information about our activities.
- Apply to be a Big Sibling with our partner charities or businesses.
- Are a Big Sibling with a matched Little Sibling
- Are a Little Sibling

We also collect information about your parents or guardian if you are a Little Sibling

How is your information used?

We need to collect information about people to run the charity and provide great services. We work with other charities who need your information to help you enjoy the Big Brother Big Sister programme in your home area. All the charities and businesses that work with us use our software programme to store your information. Only the charity or business that works with you can see and use your information on the software. This helps them find a Big Sibling for a Little Sibling, know what activities you do together and whether you like those activities. They also want to understand if the programme is a good thing for you and helps you. A Big Sibling can also let them know if they are worried about a Little Sibling.

We, or organisations working with us, may use your information:

- To find a Big Sibling for a Little Sibling
- To support Siblings' activities
- To answer any questions you have before joining the programme
- To understand if the programme is helpful
- To decide if you can be a Big Sibling in our programme
- To make sure we behave properly as a charity.
- To keep your information safe and secure
- To tell organisations who give us money for the programme if it is working well

We have carefully checked that these reasons are okay under the law that tells companies how to keep you and your information safe when we use it.

We have described the information the charities we work with in your area collect about you below. Read the section that matches your connection to the Big Brothers Big Sisters programme.

Big Siblings

As a Big Sibling, our charity partner will collect the following information about you and store this using the software provided by Big Brothers Big Sisters UK:

- Your name, date of birth, email address and telephone number.
- Information about your qualifications, memberships and experience, particularly with young people
- What you like and don't like
- Why you want to volunteer on the programme.
- We run an official check on your background through the Government known as a DBS check. We also ask about any crimes that may be on your record.
- Health information if it is relevant
- References from people who know you
- Activities with Little Sibling

- Information and reports relating to your activities with your Little Sibling, including communications with you, issues you might raise with us or any requests for support that you make.

Your information is stored in the BBBS UK Digital Platform (the software programme). Our partner charity or business will regularly see and use your data to organise the Big Brothers Big Sisters Programme in your local area.

As the national charity, we do not need to see your information very often. Sometimes, we may need to do so for specific reasons like sorting out a problem with the software programme, or if there has been a complaint, or someone is worried about the safety of a child. We group data together to help us understand how many activities happen, how many children we are helping and how we are helping in each area. This never reveals who you are as it only looks at numbers.

If you email us directly at the national charity, we keep that information in our email system.

Your information is stored in the software programme while you are a volunteer and for at least 6 years after you stop volunteering as a Big Sibling.

If you would like to know more about how our charity partner uses your data, please get in touch with them directly.

Applying to be a Big Sibling

When you apply to become a Big Sibling, our partner organisation will collect the following information about you and store this using the software provided by Big Brothers Big Sisters UK:

- Your name, date of birth, email address and telephone number.
- Information about your qualifications, memberships and experience, particularly with young people
- What you like and don't like
- Why you want to volunteer on the programme.
- We run an official check on your background through the Government known as a DBS check. We also ask about any crimes that may be on your record.
- Health information if it is relevant
- References from people who know you

Your information is stored in the BBBS UK Digital Platform (the software programme). Our partner charity or business will use your information to decide whether to accept you onto the programme.

As the national charity, we do not need to see your information very often. Sometimes, we may need to do so for specific reasons like sorting out a problem with the software programme, or if there has been a complaint, or someone is worried about the safety of a child.

We group information together to help us understand how many applications to be a Big Sibling we receive. This never reveals who you are as it only looks at numbers.

If you email us directly at the national charity, we keep that information in our email system.

If you are not accepted onto the Programme as a Big Sibling, your details are kept in the software programme for a period of 1 year. Sometimes, it may be necessary for our partner organisation to keep your data for a longer period. They include this in their own privacy policy.

If you would like to know more about how our charity partner uses your data, please get in touch with them directly.

Little Siblings

As a Little Sibling, the charity that works with us in your home area will collect information about you and store this using the computer programme provided by Big Brothers Big Sisters UK:

- Your name, when you were born, if you are a boy or a girl
- How we can talk to you on the phone or email – probably through your parents or the person that looks after you.
- Where you go to school and where your home is.
- What you like doing and what you don't like doing
- Information to help us understand you like are you shy or outgoing, do you talk a lot or not very much.
- What activities you can and can't do
- Why it would be good for you to have a Big Sibling.
- What activities you do with your Big Sibling
- Information about your family
- If your Big Sibling or other people we know are worried about you, they may tell us so we can try and help you.
- How time and activities with your Big Sibling are helping you

Your information is stored in the BBBS UK Digital Platform (the software programme). Our partner charity or business will regularly see and use your data to organise the Big Brothers Big Sisters Programme in your local area. They may also share your information with other organisations responsible for you in the local area.

As the national charity, we do not need to see your information very often. Sometimes, we may have to for reasons like sorting out a problem with the software programme, or if there has been a complaint, or someone is worried about your safety.

We group information together to help us understand how many activities happen, how many children we are helping and how we are helping in each area. This never reveals who you are as it only looks at numbers.

If you or your family talk to us via email at the national charity, we will keep the information in our email system.

Your information is stored in the software programme while you are a Little Sibling and for at least 6 years after your last activities with your Big Sibling.

If you would like to know more about how our charity partner uses your information, please get in touch with them directly.

Who has access to your information?

People who work for the charities delivering the Big Brothers Big Sisters Programme in your local area can see your information when they need it to do their jobs. They may also share it with a social worker if it helps them work with the Little Sibling.

We provide our partners with Big Brothers Big Sisters UK Digital Platform to help them collect your information in the same way across the country. We don't need to see your information all the time, so we don't look at it. If the software breaks, we may see your information when we help fix it. If there is a complaint about one of the organisations we work with, we may need to look at your information to understand what happened and make sure we can fix the problem. We only see your information when it is really necessary.

We will never sell your information to anyone else to use for their own reasons.

We do work with some other businesses to help us make the software programme and to keep our computer equipment safe and secure, but they can only see your information if it's really necessary. They can never use it for their own purposes and we make sure they keep it safe.

Storing your information outside of the UK and Europe

The law which tells businesses how to use information about people and how to keep it safe is the same in most European Countries, including the UK. A lot of companies around the world offer services to record and store information. Sometimes, we might use them to store your information. We have to tell you when we send or store information in other countries around the world. We also have to make sure that it is always stored safely, no matter where it is in the world. Here are some of the companies we use:

- We use Google's G:Suite for email, and to collect and store information to help us run the charity. Google uses big computers, known as servers, to store information in Europe and in the USA. We've checked your information will still be safe and Google

obey the same laws that we have to here in the UK.

What rights do you have?

The law gives you the right to:

- Be told how we use your information
- Ask to see the information we hold about you
- Ask us to change information you think is wrong
- Ask us to remove information when it's not needed any more
- Ask us to only use your information in certain ways
- Tell us you don't want us to do anything with your information
- Be told if we make any decisions about you using computer algorithms.

We only send marketing information like our newsletter if you ask for it, and we always give you a way of telling us you don't want to get it any more.

If have questions or you're worried about how we get and use your information, you can speak to Sarah Brennan, our Data Protection Lead at Big Brothers Big Sisters UK Foundation. She will be able to help and answer any questions you have. Her contact details are at the bottom of this page.

If you then want to speak to someone outside our charity, you can contact the Information Commissioner's Officer (ICO) on 0303 123 1113 or via their website

Getting a copy of your information

As your data is collected and stored by charities working with us in your local area, we ask you to approach them first if you are a Big Sibling or a Little Sibling on the programme. If you're not sure who to ask, we can help put you in touch with the right person.

Keeping your information safe

We make sure any information we are responsible for is kept safe by:

- Only giving access to those people who need it and understand how to keep it safe
- Having a plan ready if your information is accidentally released or shared with someone who shouldn't see it. This helps us act quickly and tell the people who need to know if we've made a mistake.
- Behaving in a way that keeps information safe and secure, like having difficult passwords to get into a computer or software.

Cookie Information for Visitors to our Website

What are cookies?

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used to make websites work, or work more quickly, as well as to provide information to the owners of the site.

How do we use Cookies?

Cookies provide information about your use of the website. Cookies can identify you as the same person even if we do not know your name, we can see your location, you IP address and information about the computer, phone or tablet you are using. We give you a choice about the cookies that are placed onto your device. We use Google Analytics to understand how people use our website and if we can make it better. You can choose whether or not to accept these cookies and it doesn't make a difference to you as the user.

What Cookies do we use?

We use first-party cookies (Cookies set by Big Brothers Big Sisters UK Foundation) and third-party cookies (cookies set by other providers, e.g. Google).

Cookie	Name	Purpose	More information
Necessary Cookies: Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies. No consent is required for Necessary cookies.			
To be completed when website live			
Non-essential cookies: Non-essential cookies have a range of functions, from allowing the website owner to understand how users are moving around and using their website (Statistical) to third-party cookies which look to build a profile of individuals that can inform their online marketing decisions (Marketing). Non-essential cookies require a user to 'opt-in' to accept the cookie onto their device.			
_ga _gid _gat	Google Analytics (Statistical)	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information, including IP address, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	Click here for an overview of privacy at Google.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org. To find out more about specific cookies, who places them and their purposes, visit www.cookieatabase.org. We have used this resource to populate the table above.

Links to other websites

Our website may contain links to other websites run by other organisations. The information we have given you is about our website and our services, provided through our partner charities. You should always read the privacy policy when you go to another website to understand how each organisation will use your information.

How can I speak to you?

To talk to us about anything to do with your information, please get in touch with our Data Protection Lead:

Data Protection Lead: Sarah Brennan

Email address: sarah.brennan@bigbrothersbigsistersuk.org

Postal address: 6 Wingfield Close, Ewelme, Wallingford, OX10 6JY

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 28/07/2022.