The Catalyst Collective Privacy Notice

Privacy Notice

The Catalyst Collective collects and processes personal information about you before, during, and after your mentoring engagement with us. We are committed to being transparent about how we collect and use personal data and to meeting our obligations under the UK General Data Protection Regulation (UK GDPR).

Personal information means any information relating to an identifiable individual. This does not include data where the identity has been removed (anonymous data).

What personal data we collect and why

Data we collect	What we use it for
Contact details: Names, addresses, telephone numbers, email addresses	• To contact mentors and mentees about mentoring activities • To coordinate mentoring relationships • To communicate relevant service updates, activities, or events • To facilitate communication between mentors, mentees, parents/guardians, and relevant volunteers where appropriate
References	• To assess suitability for volunteering and participation in specific projects
Information on special requirements, health or medical conditions	• To support volunteers appropriately • To ensure health and safety • To meet legal obligations
Monitoring and engagement data including project hours and participation records	• Programme delivery and coordination • Monitoring, evaluation, and reporting • Statistical analysis (aggregated where possible)

Disclosure and Barring Service (DBS)

All volunteers are required to undergo an enhanced Disclosure and Barring Service (DBS) check, including a Children's Barred List check where applicable.

The Catalyst Collective complies fully with the DBS Code of Practice regarding the handling, use, storage, retention, and disposal of DBS certificates and related information. A separate DBS handling policy is available on request.

Lawful bases for processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract or programme delivery
- Legal obligation
- Legitimate interests (where these are not overridden by individual rights)
- Consent (where required)

Where consent is used as the lawful basis, it may be withdrawn at any time.

Alumni and post-programme contact
We may retain basic contact details for up to 12 months after programme completion to:

- conduct outcomes monitoring and evaluation
- invite individuals to opt into optional alumni activity

Participation in alumni communications is entirely optional and requires explicit consent. No ongoing alumni communications will be sent without consent.

Who we share data with

Personal data may be shared internally with staff responsible for programme delivery, safeguarding, administration, evaluation, and communications.
We may also share data with trusted third-party service providers (such as CRM or IT providers) and professional advisers, where necessary. All third parties are required to:

- process data only on our instructions
- keep data secure and confidential
- comply with data protection law

We may also share information where required by law.

Data security

We take appropriate technical and organisational measures to protect personal data against loss, misuse, unauthorised access, disclosure, or destruction. These include access controls, restricted permissions, and secure systems.

We have procedures in place to manage data breaches and will notify individuals and regulators where legally required.

Data retention

We retain personal data only for as long as necessary for the purposes for which it was collected. Our standard retention periods are set out below.

Retention periods

- Programme participants (mentees and parents/guardians)
  Personal data collected for the delivery of mentoring programmes is retained for up to 12 months after programme completion for monitoring outcomes, evaluation, safeguarding follow-up, and reporting. After this period, data is securely deleted or anonymised unless there is a lawful reason to retain it for longer (for example, safeguarding or legal obligations).
- Alumni engagement data
  Contact details and engagement records for alumni are retained only where explicit consent has been given. Alumni data is retained until consent is withdrawn or the alumni programme ends, after which the data will be deleted.
- Volunteers and mentors
  Personal data relating to volunteers (including contact details, references, and project participation records) is retained for up to 6 years after the end of volunteering, in line with legal, safeguarding, and insurance requirements.

- DBS information
  DBS certificate information is handled in line with DBS guidance and is not retained longer than necessary. We do not keep copies of DBS certificates; only relevant outcomes and reference information are recorded.
- Monitoring and evaluation data
  Data used for statistical analysis and reporting is anonymised where possible and may be retained for longer periods in anonymised form.

Individuals may request deletion of their personal data at any time where we rely on consent as the lawful basis.

Your rights

Under data protection law, you have rights including:

- the right to access your personal data
- the right to rectification
- the right to erasure
- the right to restrict or object to processing
- the right to data portability (where applicable)
- the right to withdraw consent at any time

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Accessing your data

Requests to access personal data are free of charge. We may request proof of identity before responding.

Information for volunteers

Volunteers may, as part of their role, have access to limited personal data relating to mentees, parents/guardians, or other volunteers. This may include contact details, CVs or application information, and session notes.

Volunteers are expected to:

- use personal data only for purposes connected to their volunteering role
- take reasonable steps to keep personal data secure when using personal devices (for example, using passwords and not sharing devices)
- not share personal data with anyone outside the organisation unless authorised
- delete or securely dispose of personal data held on personal devices or accounts once it is no longer required, and no later than the end of the programme

Volunteers must follow the organisation's safeguarding policy and any guidance provided on data protection and confidentiality. More detailed requirements are set out in our internal policies and volunteer agreements.

Changes to this notice

We may update this Privacy Notice from time to time. Where changes are significant, we will notify you.

Last updated: December 2025