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Privacy Policy

1.- Identification of the Holder and General Information

Consortium: V-CALC Project Platform is held by the group of organisations responsible for its execution, content and main usage, as well as the data, which is anonymised and treated for the dashboard calculations and outputs. The members of this consortium are Out of the Box International (OTB), Beyond Barriers, University of East Anglia (UEA), Dkolektiv (DKV), Fundación Hazloposible (HLP) and the Centre for European Volunteering (CEV).

By using this Platform volunteeringimpact.eu or any of its services, V-CALC collects personal data from each User in accordance with the Privacy Policy. The processing of your personal data will be governed by this Privacy Policy and any other policy that may replace it in the future. Any User who does not agree with the Privacy Policy or the Legal Notice should refrain from accessing, completing the form or otherwise using the Platform.

Whenever there is a change in the Privacy Policy and it is legally necessary, Users will be notified of such changes. Users must accept, where appropriate, the collection and processing of their personal data, in accordance with the Privacy Policy in force at any given time for the provision of services.



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2.- Data Processing Responsible

The Data Processing Responsible for the processing of the personal data provided by the User will be V-CALC, with a protocol for these online purposes committed by the consortium team and the project coordinator from the CEV, whose email address for V-CALC Project is: vcalc@volunteeringimpact.eu and its general email contact for communication on behalf of their projects is: communication@cev.be

3.- Data Control and Protection

We inform the User that V-CALC has a Data Protection Responsible in accordance with the GDPR, who is at your disposal for any questions or queries, complaints or claims you want to make in relation to this matter. The Data Protection Responsible can be contacted at the email address communication@cev.be .

4.- V-CALC Collection of Information and Consent

In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, regarding the protection of individuals with regard to the processing of personal data and the free movement of such data, and repealing Directive 95/46/EC (GDPR), and any other implementing regulations, by accepting this Privacy Policy, the User provides their informed, expressed, free, and unequivocal consent for the personal data they provide through browsing the V-CALC Platform to be processed by the Holder thereof in accordance with the purposes outlined below in this Privacy Policy.



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Therefore, the User is informed that there are different ways to collect personal data:

- Personal data provided directly to us: V-CALC will collect personal data provided by the Users who request information. Should the User decide to provide any of these data, they will only be accessible by V-CALC staff authorised to handle the consultation or to provide the service.
- V-CALC advises Users not to provide any personal data to which they do not wish V-CALC to have access.
- Data obtained indirectly: When the User browses the Platform, cookies may be installed on your device that have only a technical purpose (those that allow the user to navigate through the tool and the use of the different options and services that exist in it).

5.- Source of the personal data

V-CALC considers that all the data that the User has provided us in accordance with the data processing reflected in this Privacy Policy has been provided freely. In the event that the personal data provided is from a third person, the User guarantees that they have informed him/her of this Privacy Policy and have obtained his/her authorisation to provide the data to V-CALC for the purposes indicated above.

The User also guarantees that the information provided is accurate and up to date, and that it is responsible for any direct or indirect damage or harm that may be caused as a result of non-compliance with this obligation.



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6.- For what purposes do we request this information?

V-CALC uses the data provided by Users in accordance with this Privacy Policy to develop and improve the generation of volunteering impact measurement in a selected period and region, in an anonymised aggregated data report shape.

The precise manner in which V-CALC uses Users' personal data will ultimately depend on the use and configuration of the platform by each User.

Thus, V-CALC acts as the Controller of personal data for the following purposes and in accordance with the following legitimate bases:

- Based on the management of the contractual Consortium relationship:

To provide the required services and attend to requests for information, as well as to facilitate the exercise of rights.

- Based on User's consent:

To provide information to Users who so request or who have requested the generated reports, by sending communications by electronic means, about the results offered by V-CALC project, news and updates thereof or events and webinars that V-CALC organises, as well as the newsletters and any other information that may be of interest to them.

- Based on the existence of a legitimate interest of V-CALC:



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To investigate, conduct periodic reviews of our services, improve the services provided to Users and offer them greater security in relation to their personal data by conducting research, statistics, surveys, improving policies, and studying trends, in order to improve the quality of the service provided.

However, if the User does not wish his/her data to be processed for these purposes, he/she may object at any time by contacting V-CALC at communication@cev.be as indicated in the Rights Management section of this Privacy Policy.

Personal data provided through the Platform will not be used for purposes other than those provided for in this Privacy Policy.

7.- Access to the User's Personal Data by Third Parties

- Where applicable, to public administrations and the administration of justice, and to law enforcement agencies in compliance with the legal obligations applicable to V-CALC.
- Companies providing IT services, tools or IT infrastructure on which the services provided by V-CALC are based, such as hosting providers, CRMs, emailing service companies, etc.

In this regard, we inform the User that any transfer that occurs will be made taking into account all the necessary legal safeguards.

Likewise, in case of using suppliers for the provision of services on behalf of V-CALC, who may need access to certain information and data of the Users, we



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guarantee that such third-party companies will have limited access to the information to the extent necessary to perform the tasks entrusted, will sign with V-CALC a Data Processing Agreement and will be obliged not to disclose the information or use it for purposes other than those of the provision of the corresponding service. Similarly, V-CALC guarantees that in the case of suppliers located in countries outside the European Union or other countries not considered adequate in accordance with data protection regulations, the necessary safeguards are taken to ensure that the data can be transferred securely, either because the supplier offers adequate guarantees, through, among others, the signing of Standard Contractual Clauses of the European Commission, or because any of the exceptions set out in the regulations are complied with.

8.- Exercise of Rights

In accordance with the applicable legislation, V-CALC undertakes to respect the confidentiality of the personal information of the Users and to guarantee, under the terms established by the applicable legislation on data protection, the exercise of the rights of access to personal data, rectification or erasure, limitation of processing, objection to processing, as well as the right to data portability and the right to withdraw, if necessary, consent.

Such exercise shall be carried out by sending an e-mail to communication@cev.be.

- Right of access to your personal data to know which ones are being processed and the processing operations carried out with them.



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- Right to rectify any inaccurate personal data. Right to delete your personal data, where possible.
- Right to request limitation of the processing of your personal data when the accuracy, legality or necessity of the data processing is in doubt, in which case, we may retain the data for exercise or defence of claims.
- Right to object to the processing of your personal data when the legal basis that enables us to process them is the legitimate interest.
- Right to object to automated decision making, including profiling, where applicable.
- The right to the portability of your data, when the legal basis that enables us to process them is the existence of a contractual relationship or your consent.
- Right to revoke the consent granted to V-CALC. When V-CALC has obtained User's consent to process his/her personal data, User may withdraw his/her consent at any time.

The User can exercise its rights at any time and for free in the following ways:

- By sending an e-mail to the email address communication@cev.be indicating the right you wish to exercise and your identification data.
- In addition, when the User receives any communication from us, by clicking on the unsubscribe section that will contain that communication. Users can



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unsubscribe from all previously accepted commercial communications in such a scenario.

9.- Retention periods

V-CALC retains the personal data of Users as long as they are necessary to provide the requested services and fulfil the purposes described in this Privacy Policy. If the User has subscribed to the newsletter, V-CALC will keep the data as long as the relationship between V-CALC and the User is in force and the User does not express his objection or withdraw his consent to the processing of his personal data for this purpose.

In any case, V-CALC will keep the personal data, duly blocked, even after the end of the relationship, as long as it is necessary to respond to possible liabilities arising from the provision of services, maintain security and prevent cases of fraud and abuse or in any other way is legally required.

10.- Security measures

V-CALC is committed to the security of User information.

In order to prevent unauthorised access to or unauthorised disclosure of personal data, V-CALC has taken appropriate technical and physical measures and management processes to safeguard and secure the information we collect.

11.- Representations and Warranties



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The User guarantees that it is of legal age and that the provided data are true, accurate, complete, and up-to-date. The User is responsible for any direct or indirect damage or harm that may arise as a result of the failure to comply with this obligation. In the event that the provided data belong to a third party, the User guarantees that it has informed that third party of the aspects contained in this document and obtained their authorization to provide their data to V-CALC Consortium or HLP as Data Controller responsible, for the stated purposes.

12.- Changes to the Privacy Policy

V-CALC reserves the right to modify this Privacy Policy. When there are significant changes to this Privacy Policy, it will be communicated to Users through the Web Site to give all Users the opportunity to review the changes and accept them, if necessary, before they become effective.

This Privacy Policy has been updated and published as of February, 20th, 2025.