

NCOA Privacy Policy



1. Introduction

The National Crime Officers Association (NCOA) is a bespoke Trade Union which has been formed to focus on the needs of its members of the National Crime Agency (NCA). The NCOA operate as a data controller for NCOA members, in the delivery of member services and representing members.

The NCOA respect your right to privacy. We ask that you read this Privacy policy carefully as it contains important information about what to expect when we collect personal information about you and how we will use your personal data.

This policy applies to information we collect about:

- Officers applying for membership
- Officers requesting support or representation
- Professional contacts and suppliers of services to us or our members
- Job applicants
- Complainants of services delivered by the NCOA
- Visitors to our website
- Individuals accessing and using our premises

If you have any questions about data protection in the NCOA please contact us at this email address dataprotection@ncoa.org.uk or by post to, The Data Protection Team, 25 West Tenter Street, London. E1 8DT

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2. The information we collect about you

When you apply for membership, representation, subscribe to our magazines, emails and SMS messages or register an interest in any job vacancies with NCOA we collect some or all of the following personal information from you:

- for job applications for work experience or permanent we will hold information such as previous employment history, work location, grade/rank, powers/non- powers, skills, education and qualifications
- As an employee or member, we will hold personal details including name, postal address, email address and telephone number
- If you are a member we will hold information on your professional career, lifestyle and social circumstances
- If you are a supplier we will hold information on goods and services we source from you
- If you are supplying the NCOA we will hold financial details including payment details
- If you are a member we are representing we may have to request copies of records from other organisations including employers, legal representatives and other third parties
- Occasionally we may receive information about you from other sources such as your parent organisation or other similar bodies, which we will add to the information which we already hold about you in order to help us provide the required services or comply with our legal and regulatory obligations

Where we provide services to you or you make an application for admission or to apply for a job, our legal basis for processing is contract. Details on individuals, sole traders or LLP's who are not current clients use **consent**.

- We do not use Cookies as we do not require you to register to access any part of our website.
- We do not collect sensitive information except where legally required or as part of the recruitment or representation process. Sensitive information includes data relating to race or ethnic origin, political opinions, religious or other similar beliefs, trade union membership, physical or mental health, sexual life or criminal records.

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3. How we will use the information about you

We gather this information to allow us to:

- Provide membership services
- Provide representation
- Provide introductions to 3rd parties who may want to offer you services
- Process any application for employment
- Improve the quality of services we provide
- Enable payment to be taken or made
- Handle requests to 3rd parties to source additional information
- Use photographs as part of our marketing
- Maintain our records of your membership for administrative purposes
- Assist with appropriate third parties performing investigations and/or enquiries when obliged to by statutory authority
- Comply with statutory and/or regulatory obligations

4. Consent

We use photographs to display and market the services and facilities we offer. We may also take photos at AGMs, but permission will be asked for prior to pictures being taken. If you are present when photographs are being taken you will be asked for consent for photographs to be taken and used.

You may withdraw your consent at any time by contacting dataprotection@ncoa.org.uk

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5. Who we share your information with

We will only share information with third parties where necessary to conduct the services we provide. A list of the categories of processors we use can be seen below.

Data used for IT Support purposes
Data used to provide Member Representation
Data used for Payment processing
Data used for Payment processing for Direct Debit
Data to provide Membership services
Data required to provide Telecommunications services
Data required for providing and supporting IT services hosting
Data that describes the Wireless Network
Data that defines and operates Email services
Data required to provide Pensions for employees
Data to support On-line training
Data captured as part of member/employee Surveys

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6. How we protect your information

We have put in place various security measures, including physical, technical and organisational, to protect your personal data from loss, misuse, alteration or destruction. Our security and privacy policies are regularly reviewed.

All staff and suppliers handling your data are subject to policies and procedures designed to protect that data.

7. Overseas transfers

The information you provide will not be held or transferred outside the UK. We will take steps to ensure adequate protections are in place to ensure the security of your information wherever it is held and processed in the UK.

8. Access to your information, updating and correcting your information

You have the right to request a detail of the information that we hold about you. If you would like a details of some or all of your personal information, please send an email to dataprotection@ncoa.org.uk or send a letter to

The Data Protection Team, 25 West Tenter Street, London. E1 8DT

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to us changes, for example, if you change your email address, your grade or name, please let us know the correct details by sending an email to dataprotection@ncoa.org.uk or send a letter to

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You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

9. Data Retention

We will only retain your personal data for as long as required to deliver membership services and operate under other legal and regulatory obligations we are subject to. Different types of data will have different retention periods, and this is detailed in the Data Retention Schedule.

Member data may need to be held for the duration of any case/hearing, other data will be retained for the period specified in the NCOA Data Retention Schedule.

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10. Changes to Privacy Policy

We keep our Privacy Policy under regular review. If we change our Privacy Policy we will post the changes on this page, and place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. This Privacy policy was last updated in June 2025.

11. Links to other websites

Our website contains links to other websites. This Privacy Policy applies only to this firm's website so when you access links to other websites you should read their own privacy policies.