

Volunteer Uttlesford Privacy Policy

Volunteer Uttlesford is aware of its obligations under the UK Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. This privacy notice explains how we collect and use data about you, whether your data will be shared with anyone else, and the ways you can control how your data will be used in the future.

This policy applies to:

- i. people who contact Volunteer Uttlesford to find volunteer opportunities
- ii. groups and organisations who utilise Volunteer Uttlesford's services
- iii. staff and volunteers of Volunteer Uttlesford
- iv. recipients of services Volunteer Uttlesford directly provides

It is important that you read this policy, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

1. Our organisation details

Volunteer Uttlesford, c/o Uttlesford District Council Offices, London Road, Saffron Walden, Essex, CB11 4ER.

Telephone: 01799 510525

Email: volunteer@volunteeruttlesford.org.uk

2. Data protection principles

In relation to your personal data, we will:

- process it fairly, lawfully and in a transparent manner
- collect it for specified, explicit and legitimate purposes, and not use it in any way that is incompatible with these purposes
- only collect as much of your information as we deem necessary for the purposes it is to be used for
- ensure it is accurate and up to date
- keep your data for only as long as we need it
- ensure it is kept securely

3. The information we collect, what we do with it, and how long we keep it for

Personal data means any information about an individual from which that person can be identified.

The type of personal data we collect and use will vary depending on your relationship with Volunteer Uttlesford:

i. **people who contact Volunteer Uttlesford to find volunteer opportunities**

We will collect and hold personal data about you which may include:

- personal contact details including your name, title, address, phone numbers, and email address, and the name of an emergency contact and their contact details
- information included on your application form / CV / covering letter including education, training and employment history, hobbies and interests, medical or health information, referee details, driving information, unspent criminal convictions etc.
- equal opportunities monitoring information such as date of birth, gender, employment status, ethnicity, sexuality, nationality, whether or not you have a disability etc.

We collect this information about you primarily through the application forms you complete, and information you provide as part of the application process.

Your personal data will be stored on password protected IT systems and any paper files will be kept in locked areas.

The purpose of, and lawful basis for, processing your data is: Legitimate interests.

One of Volunteer Uttlesford's main roles is to enable people wanting to volunteer to find suitable opportunities. We collect information about you in order to do this most effectively; and to let you know about volunteering opportunities that may be of interest.

We will also use your information to contact you about opportunities that are available for you to get involved in, for as long as we reasonably believe you are interested in hearing about them. You can indicate that you no longer wish to hear from us by unsubscribing from our mailings, or by contacting us using the details in section 1 of this document.

If you do not provide your data to us: If you do not provide us with the information we need to effectively facilitate a volunteer role for you then we may not be able to help you start or continue volunteering. Where our forms include questions asking for information which is collected solely for the purpose of equality monitoring this will be clearly indicated. You are under no obligation to provide this information, and if you choose not to do so your application will not be affected.

Sharing your data: Volunteer Uttlesford's role is primarily to act as a broker between people looking to volunteer, and organisations who are looking to involve volunteers. So we will share your information with organisations who may have opportunities for you to get involved. How those organisation(s) handle your data is subject to their own privacy policies and is not the responsibility of Volunteer Uttlesford.

How long we keep your data for: We will hold your data for as long as we reasonably believe you to be actively engaged in volunteering, or believe that you are still interested in hearing about available volunteering opportunities. After that point we will retain your details for 6 years.

ii. groups and organisations who utilise Volunteer Uttlesford's services

We will collect and hold data about your organisation and named individuals within it which may include:

- Organisation name address, phone number, fax number, email address and web address
- Details of main contact person(s) within that organisations: name, position, address (if different from organisation address), phone number, fax number and email address

We collect this information about you when you register your organisation to receive support from Volunteer Uttlesford, and through the course of our ongoing relationship with you.

Your personal data will be stored on password protected IT systems and any paper files will kept be in locked areas.

The purpose of, and lawful basis for, processing your data is: Legitimate interests.

One of Volunteer Uttlesford's main roles is to help local voluntary and statutory organisations to find volunteers. We will use the information you supply to do this most effectively; and to contact you about potential volunteers who may be available to assist you.

If you do not provide your data to us: If you do not provide us with the information we need then we may not be able to assist you with finding volunteers for your organisation.

Sharing your data: Volunteer Uttlesford's role is primarily to act as a broker between people looking to volunteer, and organisations who are looking to involve volunteers. In the main we will supply you with information about potential volunteers and ask you to contact them. But we may also share your details with interested volunteers so that they can contact you directly. We may also share your opportunities and organisation details via social media and websites that promote volunteering opportunities. Volunteer Uttlesford also acts as a local hub of information on all aspects of volunteering, and we may share your organisations contact details with other organisations, where appropriate, to facilitate networking and sharing of best practice.

How long we keep your data for: We will hold your data for as long as we reasonably believe you to want Volunteer Uttlesford's support. After that point we will keep your record for 6 years.

iii. staff and volunteers of Volunteer Uttlesford

If you work or volunteer for us, or we contract you to provide any work on our behalf, we will collect personal data during your recruitment and ongoing work which may include:

- personal contact details including your name, title, address, phone numbers, and email address, and the name of an emergency contact and their contact details
- information included on your application form / CV / covering letter including education, training and employment history, hobbies and interests, medical or health information, referee details, driving information, unspent criminal convictions etc.
- equal opportunities monitoring information such as date of birth, gender, employment status, ethnicity, sexuality, nationality, whether or not you have a disability etc.
- your photograph
- bank details / pension information
- performance information such as meeting notes and appraisal forms and details of any concerns relating to conduct or performance

We will only collect criminal conviction data where it is appropriate given the nature of your role and where the law permits us.

This information is mainly provided directly by you but may be obtained from your manager or a past employer. In some cases, we will collect data about you from third parties, such as a recruitment agency or criminal record information from the Disclosure and Barring Service.

Your personal data will be stored on password protected IT systems and any paper files will kept be in locked areas.

The purpose of, and lawful basis for, processing Staff data is: Contract.

We collect work information about paid staff on the basis of contractual obligation. Using this information enables us to comply with employment law and act as a responsible and supportive employer.

The purpose of, and lawful basis for, processing Volunteer data is: Legitimate interests

We need to hold and process your personal data so that we can effectively, and safely, facilitate a volunteer role for you. Our legitimate interests include: ensuring we can communicate with you effectively, that we have someone we can contact on your behalf in the event of an emergency, making informed decisions about the most appropriate volunteer role for you, assessing training needs, effectively monitoring conduct and performance and to undertake procedures with regard to these if the need arises, ensuring you are covered by our insurance for the role you carry out for us.

If you do not provide your data to us: If you do not provide us with the information we need to effectively facilitate a volunteer role for you then we may not be able to help you start or continue volunteering. Where our forms include questions asking for information which is collected solely for the purpose of equality monitoring this will be clearly indicated. You are under no obligation to provide this information, and if you choose not to do so your ability to volunteer will not be affected.

Sharing your data: Staff personal data will only be shared when it is necessary for the fulfilment of your employment contract and to provide the benefits and support promised to you as a worker. For example, your bank details will be shared with our payroll provider, so your salary is always accurate and arrives on time. Likewise, in order to comply with pension enrolment legislation, we may need to supply our pension provider with information in order for them to make an assessment of pension eligibility.

Sharing your data: Volunteers personal data will only be shared when it is necessary for the fulfilment of your agreed volunteer role. For example, some of our roles involve a mutually agreed exchange of skills, often in the recipients home. Where you have agreed to provide / receive this type of exchange we will share contact and other relevant information with the parties involved in order to facilitate the agreed exchange. We will only do this with your prior agreement and knowledge. For other roles, such as trustees, we need to share your details with the Charity Commission and Companies House in order to vet and approve your appointment.

If you claim out-of-pocket expenses, we may share your bank details our financial payments provider, if we can't reimburse you in another form.

How long we keep your data for: information about staff and volunteers will be kept for 6 years from the date employment or volunteering ceases.

iv. recipients of services Volunteer Uttlesford directly provides

If you are someone accessing a service that Volunteer Uttlesford provides (such as an attendee at our Dementia Café, or someone for whom we collect prescriptions for) we will collect and hold personal data about you which may include:

- personal contact details including your name, title, address, phone numbers, and email address
- the name of emergency contact(s) and their contact details
- medical or health information

This information may be provided to us directly by you, or it may come from a family member / care provider / local authority that has referred you to our services.

Your personal data will be stored on password protected IT systems and any paper files will be kept in locked areas.

The purpose of, and lawful basis for, processing your data is: Legitimate interests.

We collect information about your health and wellbeing in order to manage your needs while we provide a service to you. Using this information enables us to deliver the best possible service to you.

If you do not provide your data to us: If you do not provide us with the information we need then we may not be able to provide a service for you. Where our forms include questions asking for information which is collected solely for the purpose of equality monitoring this will be clearly indicated. You are under no obligation to provide this information, and if you choose not to do so your ability to access the service will not be affected.

Sharing your data: Your data will only be shared with Volunteer Uttlesford staff and volunteers, and any service delivery partners we work with, as required to provide the service you are in receipt of.

How long we keep your data for: We will retain your details for 6 years after you last access our services.

4. Transfer of data outside of the UK / EEA

Volunteer Uttlesford uses 'Mailchimp' for some of its email communications. Mailchimp is headquartered in and has offices in the United States. This means data they process may be transferred to, stored, or processed in the United States. Mailchimp has measures in place to ensure it meets the requirements of the GDPR. More detail about this is available on the Mailchimp website: www.mailchimp.com/help/mailchimp-european-data-transfers

5. Your rights in relation to your data

The law on data protection gives you certain rights in relation to the data we hold on you. These are:

- the right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice.
- the right of access. You have the right to access a copy of the personal data that we hold about you. To do so, you should make a subject access request. You can contact us via the details in section 1 of this document. We will respond within one month of receipt of the request.
- the right to rectification. If any data that we hold about you is incomplete or inaccurate, if you let us know, we will correct it.
- the right to erasure or 'to be forgotten'. You have the right to ask us to delete your personal data. This right is not absolute and will only be granted in certain circumstances.
- the right to restrict the processing of the data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct.
- the right to portability. You may obtain and reuse the data that we hold on you for your own purposes.
- the right to object to the to the processing of your personal data. This right is not absolute and so may not be granted depending on the circumstances.
- the right to regulate any automated decision-making and profiling of personal data. You have a right not to be subject to automated decision making in way that adversely affects your legal rights.

If you wish to exercise any of the rights explained above, please contact us using the details below:

Volunteer Uttlesford, c/o Uttlesford District Council Offices, London Road, Saffron Walden, Essex, CB11 4ER.

Telephone: 01799 510525

Email: volunteer@volunteeruttlesford.org.uk

6. Making a complaint

If you are unhappy with the way your data is has been handled or if you believe that any information we are holding on you is incorrect or incomplete, please contact:

Lizzie Petrie, Chief Executive Officer

Email: volunteer@volunteeruttlesford.org.uk

Telephone: 01799 510525

Post: Volunteer Uttlesford, c/o Uttlesford District Council Offices, London Road, Saffron Walden, Essex, CB11 4ER.

If you are not satisfied with any response you may receive regarding a concern about your personal information you have the option of contacting the supervisory authority in the UK for data protection matters: the Information Commissioners Office (ICO). They can be contacted via the details on their website: <https://ico.org.uk/global/contact-us/>