



Privacy notice - Volunteers (Full)

What is the purpose of this document?

On 25 May 2018, data protection law changed with the introduction of the European General Data Protection Regulation (GDPR). It is a significant change for all organisations, including charities, that hold and process personal data. Brexit does not affect the introduction of this legislation as the UK will still be a member of the European Union (EU) at the date of implementation, and the government plans to incorporate the GDPR into UK law.

Age Concern Eastbourne collects and processes personal information about volunteers as part of our relationship. We are committed to being transparent about how we collect and use your data to meet our obligations under the GDPR.

We will process the personal information you provide for our legitimate charitable interests and to enhance the experience of our volunteers.

In brief

- We respect your personal data and store it securely.
- We will never sell your personal data.
- We will remove your data if you ask us to.
- We may send you content we think is relevant or interesting to you but you can unsubscribe or change your contact preferences at anytime.
- We may use your data to contact you about information you request or to allow you to access our services.

The Types of Data We Collect

Data we collect	What we use it for
Names, addresses, telephone numbers, email addresses	To contact you in order to keep you informed about your role and the work of the charity
Information on your previous employment, any skills or hobbies you have	To build a picture of your skills, experience and interests in order to assess your suitability for volunteering opportunities or specific projects
References	To assess your suitability for volunteering with us, and for being utilised on specific projects
Information on special requirements, health or medical conditions	To assess your suitability for volunteering with us, and for being utilised on specific projects; to carry out our legal duties (eg to ensure health and safety)
Information related to availability and the reasons for periods of unavailability	To assess your suitability for volunteering with us, and for being utilised on specific projects
Disclosure and Barring (DBS) checks on any unspent convictions for volunteers working in the community or lone working	To assess your suitability for volunteering with us, and for being utilised on specific projects

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information. If you fail to provide certain information when requested, we may not be able to register you as a volunteer, or we may be prevented from meeting our legal obligations (such as to ensure your health and safety).

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason, and that reason is compatible with the original purpose. If we need to use your data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

How is your personal information collected?

We collect information through our volunteer application process, either directly from you or the references you will be asked to provide. We may collect personal information in the course of volunteering activities throughout the period of you volunteering for us.

Who has access to your data?

Your information may be shared internally, including with staff members responsible for managing and administering projects, HR, health and safety, insurances and events.

We may have to share your data with third parties, including third-party service providers, for example in connection with our IT network and professional advisers where necessary, who may be party to confidential discussions related to an individual.

We will share your information with third parties where required by law, where it is necessary to administer our relationship with you or where we have another legitimate interest. All our third party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data Security

Age Concern Eastbourne takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, or subject to unauthorised access. Where necessary, we implement appropriate network access controls, user permissions and encryption to protect data.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements.

Your legal rights

As a data subject, you have a number of rights, details of which can be found at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent at any time. Once confirmed, we will no longer process your information for the purpose you originally agreed to, unless we have another legitimate basis for doing so in law.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner (ICO).

Accessing your data

You will not have to pay a fee to access your personal information. However, if we think that your request is unfounded or excessive, we may charge a reasonable fee or refuse to comply with the request.

We may need to confirm your identity or ensure your right to exercise your legal rights. This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Queries and Further Information

Age Concern Eastbourne based at the The William and Patricia Venton Centre, Junction Road, Eastbourne BN21 3QY is the **Data Controller**. For any queries, please contact **John Trainor, Chief Executive** john.trainor@ageconcerneastbourne.co.uk