



Privacy Notice
Volunteering for Age UK Birmingham

This is your copy for your records – please keep.

When enquiring about volunteering, applying to volunteer, or actively acting as a volunteer, **Age UK Birmingham (AUKB)** will act as “Data Controller” (i.e. the organisation keeping and processing your information) with regard to the data you provide.

Information gathered:

To process your enquiry we may ask for your name and contact details, making you the “Data Subject”; this information will be passed to the Volunteer Manager. The information provided will not be used for any form of profiling or automated decision making.

Other relevant data we may ask for when you apply to volunteer is detailed below:

Name	Address
Email address when applicable.	Telephone number(s).
Date of birth.	Your work and volunteering experience.
Your availability (days/times/locations you can volunteer).	What type of voluntary work you are happy to do.
If you can drive (and details about that where applicable.)	Health and safety information (i.e. relevant medical information).
References (you must have permission to provide their details).	Relationship to any AUKB member of staff or volunteer.
Details of any unspent criminal convictions.	Emergency contact details (next of kin etc. – you must have permission to provide their details).
Ethnic group	Sexual Orientation

Based on your submitted volunteering application form a database record will be created on a secure content management system called **CharityLog** - see www.charitylog.co.uk. Charitylog is the trading name of Dizions Ltd; Company Reg: SC340502 registered in Scotland.

CharityLog utilizes secure cloud data storage in data centres run by RackSpace with redundant backups, in data centres within the UK. Their staff do not have access to your data unless specifically instructed by AUKB and only temporarily in the cases of technical support or data migration. In these limited cases Dizions acts as a “Data Processor” on behalf of, and under specific instruction from, AUKB as the “Data Controller”.

An electronic scan of your form will be created and attached to a database record. Your ethnic and religious information will be kept separate and anonymous for statistical analysis only. Information provided to 3rd parties such as Age UK (national), the NHS or Birmingham City Council will be anonymised for statistical use only. Un-anonymised information will only be provided to 3rd parties with your express permission on a case by case basis (e.g. to provide a reference to a prospective employer).

The physical copy of your application form, any other physical data, and any electronic copies not attached to your record, will be kept secure and securely destroyed within **14 days** of being added to your database record.

If you do not go on to be a volunteer all electronic data will be securely destroyed within **30 days** of last contact with you. All physical data (e.g. your application form) will be securely destroyed at the end of use and/or converted into electronic data.

Your database record may be updated with information regarding your time volunteering with AUKB, you will be informed verbally or in writing of any data being recorded at the time of it being created. If you stop volunteering with us for any reason your database record will be anonymised within **6 months** unless you ask us, or agree to us, keeping the record for a longer period of time.

For the purposes of administering your voluntary service with AUKB your information will be processed under the lawful basis of "legitimate interest"; with the legitimate interest in question being the continuation of our volunteer programme to support the aims of the charity. Not providing the requested information may restrict the roles you can take and in the case of health & safety, or other critical data, may result in putting yourself or others at risk.

Your rights:

Under Data Protection laws regarding personal data of England and/or the United Kingdom of Great Britain and Northern Ireland:

- You have the right to be informed (e.g. this privacy notice and the option to receive a copy.)
- You have the right at any time (within reason) to request a copy of the records held about you.
- You have the right to request a correction or completion of personal data held about you where it is incorrect or incomplete.
- You have the right to complain to AUKB and/or the Information Commissioner's Office (ICO – www.ico.org.uk) if you believe your data is being dealt with incorrectly, inappropriately or illegally.

If you stop volunteering (this would prevent the administration of your volunteer service):

- You have the right to request erasure or to be "forgotten" (your record anonymised).
- You have the right to request restrict the processing of your data (your record preserved as is, but not processed).
- You have the right to object to your personal data being processed under specific circumstances and thus request it is stopped and/or you no longer contacted.

To exercise any of your rights please write to us at either the address or email address below, or visit us during the posted hours of opening to make a request in person. We will require identification to be able to authorise the request. We will then respond in writing within **30 days**.

Age UK Birmingham (AUKB) is a registered charity (number 1138240) and company limited by guarantee (number 7334392). **Age UK Sandwell (AUKS)** is a registered charity (1080517) and company limited by guarantee, registered in England and Wales number 03938484 and is a subsidiary of Age UK Birmingham. The registered address is Age UK Birmingham & Age UK Sandwell, Stratford House, Stratford Place, Birmingham, B12 0HT. The organisation can also be contacted by telephoning 0121 437 0033 or emailing info@ageukbirmingham.org.uk for any volunteering enquiry or with any data protection enquiries for the Data Protection Officer. AUKB is registered with the Information Commissioners Office as a Data Controller.