



## Privacy Notice – Volunteers

As you may know, data protection legislation has changed. These changes are often referred to as 'GDPR' and became effective on 25 May 2018. All organisations are required to explain to individuals what personal data they collect and process during their work together.

Age UK Ealing collects and processes personal data relating to its volunteers to manage the volunteering relationship we have together. We are committed to being transparent about how we collect and uses your data and to meeting our data protection obligations.

This Privacy Notice aims to provide you with a clear explanation of the personal data which Age UK Ealing holds and the purpose/s for which it is held.

If you have any concerns or queries, you can contact:

**Reginald Parkinson - CEO**

[Reginald.Parkinson@AGEUKEaling.org.uk](mailto:Reginald.Parkinson@AGEUKEaling.org.uk)

**Age UK Ealing  
Greenford Community Centre  
170 Oldfield Lane South  
Greenford UB6 9JS**

**Tel: 020 8578 2712**

This person presently acts as the data controller for Age UK Ealing.

### **What types of personal information might we collect and process about you?**

Age UK Ealing may collect and process some of the following information about you. This is a comprehensive list for your information – it does not mean that we seek to hold every item of personal data listed below in every case.

- your name, address and contact details, including your email address and telephone number
- your nationality and information about your entitlement to volunteer in the UK
- the details of your volunteering agreement including start date
- details of your qualifications, skills, experience and employment history
- details of your bank/building society account for the reimbursement of expenses
- information about your marital or civil partnership status, next of kin, dependants and emergency contacts;
- details of your availability for volunteering and attendance
- information regarding any training you receive;
- information about medical or health conditions, including whether or not you have a disability for which Age UK Ealing needs to make reasonable adjustments
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

Age UK Ealing may collect this information in a variety of ways. For example, data might be collected through our volunteer application forms, CVs or resumes; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during volunteering (such as bank/building society account forms); from correspondence with you; or through interviews, meetings or other assessments.

In some cases, we may collect personal data about you from third parties, such as references from previous employers or organisations who have engaged you as a volunteer, and information from the criminal records checks (such as Disclosure and Barring Service checks) permitted by law.

Data will be stored in a range of different places, including in your volunteering file, and in other IT systems (including our email system).

### **Why does Age UK Ealing process personal data?**

Your personal data will be processed to enable us to enter a volunteer agreement with you and to co-ordinate and manage the volunteering work that you undertake for us.

Age UK Ealing also needs to process data to ensure that it is complying with its legal obligations, for example to comply with health and safety laws.

In other cases, Age UK Ealing may have a legitimate interest in processing personal data before, during and after the end of the volunteering relationship.

Processing volunteer data allows us to:

- run volunteer recruitment and appointment processes;
- maintain accurate and up-to-date volunteer records and contact details (including details of who to contact in the event of an emergency);
- obtain appropriate legal or HR advice, to ensure that we interpret and comply with our duties in relation to legislation and our own policies, processes and procedures in a fair and reasonable manner;
- obtain occupational health advice, to ensure that we comply with duties in relation to individuals with disabilities, and meet our obligations under health and safety law;
- ensure that volunteers are receiving appropriate reimbursement of expenses;
- ensure effective general business administration;
- respond to and defend against any legal claims; and
- maintain and promote equality in the workplace.

Some special categories of personal data, such as information about health or medical conditions, are processed to carry out legal obligations or for the purposes of equal opportunities monitoring.

We do not need your consent if we use special categories of personal data in order to carry out our legal obligations. In some circumstances however we may ask for your consent to allow us to process certain particularly sensitive data. In these circumstances we will provide you with sufficient information about how your data will be used for you to make a choice about whether to provide your consent. You will have full control over your decision to give or withhold consent, and there will be no consequences where consent is withheld. Consent, once given, may be withdrawn at any time, with no consequences.

## **Who has access to your data?**

Your data will be shared with colleagues within Age UK Ealing where it is necessary for them to undertake their duties. An example of this would be sharing with your manager for the purposes of supervision and supporting you.

Age UK Ealing may share your data with third parties in order to obtain references from other organisations and obtain necessary criminal records checks from the Disclosure and Barring Service ('DBS').

We may also share your data with third parties that process data on our behalf in connection with HR services and the provision of occupational health services. These arrangements are also governed by a duty of confidentiality.

Age UK Ealing will not share your data with third parties for any other purpose without your express consent.

We will not transfer your data to countries outside the European Economic Area.

## **How does Age UK Ealing protect data?**

Age UK Ealing strives to take the security of your data seriously. We are working to implement internal policies and controls to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and are not accessed except by our employees in the performance of their duties.

Where we engage third parties to process personal data on our behalf, we will be ensuring that they do so, on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of your data.

## **For how long does Age UK Ealing keep data?**

In line with data protection principles, we only keep your data for as long as we need it for, which will be at least for the duration of your volunteering with us.

In some cases, we will keep your data for a period after your volunteering relationship has ended. Retention periods can vary depending on why we need your data. This may be determined by law or by appropriate business practice.

## **Automated decision-making**

We do not make volunteering recruitment decisions on the basis of automated decision-making.

## **Your rights**

As a data subject, you have a number of rights, which have been strengthened under the new 'GDPR' legislation. 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 the data that we hold on you and to receive a copy of your data and information about where it was sourced. To do so, you can make what is known as a subject access request. You can contact Age UK's Data Controller at the address above if you wish to do this.

The information Commissioner's Office (ICO) publishes information on Subject Access Requests which may be of help to you – see <https://ico.org.uk/your-data-matters/your-right-of-access/>

- the right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it
- the right to ask Age UK Ealing for your data to be erased, for example if you believe there is no longer any need for your data to be held for its original purpose, or if you decide to withdraw any consent that you have given for your data to be processed
- 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 transfer the data that we hold on you to another organisation for your own purposes
- you may have the right to object to the way we use your data if you do not agree that we are using it for our legitimate interests
- 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.

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you would like to exercise any of these rights, please contact:

**Reginald Parkinson - CEO**

[Reginald.Parkinson@AGEUKEaling.org.uk](mailto:Reginald.Parkinson@AGEUKEaling.org.uk)

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If you believe that Age UK Ealing has not complied with your data protection rights, you can complain to the Information Commissioner's Office. Their contact details can be found on their website ([www.ico.org.uk](http://www.ico.org.uk)). We would however appreciate the opportunity to understand and correct any concerns you have first before you approach the ICO.

Thank you.

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