

Privacy Notice

Volunteers

Who are we?

Age UK Herefordshire & Worcestershire (Age UK H&W) is a trading name of Age Concern Herefordshire & Worcestershire, a registered charity (number 1080545) and company limited by guarantee, registered in England and Wales (Number 3942023). The Registered Office is Age UK H&W, Malvern Gate, Bromwich Road, Worcester. WR2 4BN.

This privacy notice applies to Age UK H&W and other associated companies where applicable.

When individuals enquire about volunteering or they become a volunteer with Age UK H&W, we will act as a Data Controller, regarding the storage and processing of any information you provide to us as an organisation.

Data we may process

The data we process will depend upon the volunteering role you undertake within the Charity. This will generally include personal and sensitive data.

What does Age UK H&W do with the information?

Age UK H&W is committed to the secure storage and processing of your personal and sensitive data as required under the Data Protection Act 2018 and General Data Protection Regulation (GDPR). The information you provide will be used to process your application and then stored securely as detailed below, after which your data will be securely destroyed. Your data will not be passed to any third parties without your consent and only when necessary, such as for references relating to your application. Age UK H&W will never sell your data. A detailed Privacy Statement is available on our Age UK H&W website, or on request, to help clarify the way we use your information.

Volunteer data will be held securely for five years, or for as long as it is required for your role.

Where a Disclosure and Barring Service (DBS) check is necessary as part of the role, we will require consent from you to process your data via a third party.

Procedures for Maintaining Your Rights

Age UK H&W have procedures in place to ensure all the rights that individuals have regarding use and storage of your data are covered. This includes your right to access the data Age UK H&W hold about you. Data is available as a hard copy or electronically in an easy to read format, with an emphasis on confidentiality. You have the right to request amendments of the data held about you if the information is incorrect or incomplete.

You have the right to request your data is deleted. If you wish to do so, please contact our office; details are below.

If you require further information on how your data is stored and used, please refer to our Privacy Policy and Privacy Statement at www.ageukhw.org.uk

Training and Security

If you become a volunteer with Age UK H&W, training courses will be put in place which are appropriate for your role within the Charity.

This will include training to ensure volunteers implement security measures, including data protection, within the Charity.

Complaints

If you believe your data is being dealt with incorrectly or inappropriately you have the right to complain to Age UK H&W or the Information Commissioner's Office (ICO). Please contact our office for further information.

Contact details

Age UK Herefordshire & Worcestershire
Malvern Gate
Bromwich Road
Worcester
WR2 4BN
01905 740950
Email: qualityassurance@ageukhw.org.uk
www.ageukhw.org.uk