

## Age UK Sheffield Volunteer privacy notice

Age UK Sheffield collects and processes personal data relating its volunteers to manage the volunteering relationship. Age UK Sheffield is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### **What information does Age UK Sheffield collect?**

Age UK Sheffield collects and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth and gender;
- details of your qualifications, skills, experience and volunteer history, including start and end dates, with previous employers and with the organisation;
- information about your emergency contacts;
- information about your criminal record;
- details of your volunteering schedule (volunteering hours) and attendance
- details of any training that you have undertaken
- information about medical or health conditions where this needs to be taken into consideration in your volunteering role
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

Age UK Sheffield collects this information in a variety of ways. For example, data is collected through application forms, obtained from your passport or other identity documents such as your driving licence; from correspondence with you; or through interviews and meetings

In some cases, Age UK Sheffield collects personal data about you from third parties, such as references supplied by former employers and information from criminal records checks permitted by law.

Data is stored in a range of different places, including in your volunteer file, in the organisation's HR management systems and in other IT systems (including the organisation's email system).

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

Age UK Sheffield needs to process data to enter into a volunteer contract with you and to meet its obligations ..

In some cases, Age UK Sheffield needs to process data to ensure that it is complying with its legal obligations. For example, it is required to comply with health and safety laws. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

In other cases, Age UK Sheffield has a legitimate interest in processing personal data before, during and after the end of the volunteer relationship. Processing employee data allows Age UK Sheffield to:

- run recruitment and promotion processes;
- maintain accurate and up-to-date volunteer records and contact details (including details of who to contact in the event of an emergency
- to ensure acceptable conduct within the workplace;
- ensure effective general HR and business administration;
- provide references on request for current or former volunteers;
- maintain and promote equality in the workplace.

Where Age UK Sheffield relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of volunteers or workers and has concluded that they are not.

Some special categories of personal data, such as information about health or medical conditions, is processed to carry out volunteer law obligations (such as those in relation to volunteers with disabilities and for health and safety purposes).

Where Age UK Sheffield processes other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is done for the purposes of equal opportunities monitoring.

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

Your information will be shared internally, including with members of the volunteer, HR and recruitment team, managers in the business area in which you work and IT staff if access to the data is necessary for performance of their roles.

Age UK Sheffield shares your data with third parties in order to obtain pre-volunteer references from other employers and obtain necessary criminal records checks from the Disclosure and Barring Service.

Age UK Sheffield will not transfer your data to countries outside the European Economic Area.

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

Age UK Sheffield takes the security of your data seriously. Age UK Sheffield has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its staff in the performance of their duties.

Where Age UK Sheffield engages third parties to process personal data on its behalf, 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 data.

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

Age UK Sheffield will hold your personal data for the duration of your volunteer. The periods for which your data is held after the end of volunteer are set out relevant retention periods.

### **Your rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require Age UK Sheffield to change incorrect or incomplete data;
- require Age UK Sheffield to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where Age UK Sheffield is relying on its legitimate interests as the legal ground for processing; and
- ask Age UK Sheffield to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Teresa Barker, [teresa.barker@ageuksheffield.org.uk](mailto:teresa.barker@ageuksheffield.org.uk)

If you believe that Age UK Sheffield has not complied with your data protection rights, you can complain to the Information Commissioner.

### **What if you do not provide personal data?**

You have some obligations under your volunteer contract to provide Age UK Sheffield with data

Certain information, such as contact details have to be provided to enable Age UK Sheffield to enter a contract of volunteer with you. If you do not provide other information, this will hinder the organisation's ability to administer the rights and obligations arising as a result of the volunteer relationship efficiently.

### **Automated decision-making**

Volunteer decisions are not based solely on automated decision-making.