

# Privacy Notice for Volunteers

## Our Commitment to You

Age UK Somerset wishes to demonstrate its commitment to protecting the privacy and security of your personal information. This notice details how we collect and use personal information about you and applies to current and former volunteers.

## How Do We Collect Information From You?

Your personal information is obtained via the recruitment process. This may be directly from you or from third parties as part of our background checks. Further information may be collected directly from you at the start of your relationship with us or collected/updated during the course of your engagement with us. Personal data is kept in personnel files, payroll files or within our Payroll and I.T. systems.

## What Information is Collected About You?

We collect a range of information about you, including: Your name, address and contact details, your skills, experience and motivations for volunteering, information about your criminal record, your photograph, bank account details, driving and vehicle details.

## How We Use Your Information

Examples of where we may process your personal information are to: Contact you and make decisions as part of the recruitment process, respond to requests from third parties such as a reference request, maintain up-to-date personnel records about you (e.g. to ensure effective correspondence and contact in the event of an emergency), assess training needs, deal with any with legal claims made against us and protect your health and safety in the workplace.

## Lawful Processing

We consider that the basis for which we will process your data is necessary to enable us to comply with our legal obligations with regard to your safety and that of others; to pursue our mutual legitimate interests in furthering your application and to protect your vital interests in the event of an emergency.

Information regarding criminal convictions may be processed in accordance with our legal obligations for those roles requiring a criminal record check. We commit to adhere to the guidelines currently in force regarding data security and data retention as determined by the appropriate governing body.

## Who has Access to Your Information?

Your information will be shared with colleagues where it is necessary for them to undertake their duties. This includes, for example, your Service Manager for supervision and records management purposes and the payroll department for administering payment of out-of-pocket expenses necessarily incurred as part of your volunteering role with us.

Any data that is shared with third parties is restricted to those who have a business need, in

accordance with our guidance and within the duty of confidentiality. Information sharing may arise due to a legal obligation, as part of the performance of a contract (e.g. quality audit of our work) or in situations where there is another legitimate interest to do so (e.g. assistance of our technical support service providers or where we reasonably think there is a risk of serious harm or abuse to you or someone else).

If data is shared, we expect third parties to adhere and comply with the GDPR and protect any data of yours that they process. We do not permit any third parties to process personal data for their own reasons.

## **Keeping Your Information Safe**

When you give us personal information, we take steps to ensure that it's treated securely. We have implemented appropriate technical and organisational measures to protect the information we have under our control, from improper access/use, alteration, damage, destruction and accidental loss.

The data that we collect from you may be transferred to, and stored at, a destination either within or outside of the European Economic Area ("EEA").

In cases of a breach, or suspected breach, of data security you will be informed, as will any appropriate regulator, in accordance with our legal obligations.

## **Data Retention**

We anticipate that we will retain your data for as long as we need it but for no longer than is necessary for the purpose for which it was collected. At the end of the retention period, upon conclusion of any contract we may have with you, or until we are no longer legally required to retain it, it will be reviewed and deleted, unless there is some special reason for keeping it.

How long we keep information is set out in our Retention Schedule (reviewed regularly).

## **Your Rights In Relation To Your Data**

As a data subject, you have a number of rights. For example, you have a right to see all the information that we keep about you. This is called a subject access request.

For further information, including on your rights, please see our Privacy Policy online: <https://www.ageuk.org.uk/somerset/privacy-policy/> or ask us for a copy.

We commit to ensure that any data we process is correct and up to date. It is your obligation to make us aware of any changes to your personal information. If you neglect to provide certain information when requested, it may affect our ability to enter into or continue with a volunteering relationship with you, and it may prevent us from complying with our legal obligations.

## **Questions or Complaints**

Should you have any questions regarding this notice, please contact the Chief Executive on 01823 345610.

The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.