

Volunteer Privacy Notice

This notice briefly outlines how Age UK Surrey collects, stores, shares and processes private personal data about Age UK Surrey volunteers. It also informs volunteers about their rights.

Why Age UK Surrey holds your personal data

AUKS need to hold your personal data for various legal and practical purposes so you can volunteer for us. AUKS are required to meet administrative and legal obligations (e.g. for DBS checks where applicable). AUKS may also need to process your personal data in other circumstances, if you have given us your consent.

Lawful basis for processing personal data

Data protection law requires AUKS to rely on one or more lawful grounds to process your personal information as follows:

Specific consent

Where you have provided specific consent to AUKS using your personal information in a certain way, such as to send you email, text and/or telephone marketing.

Legal obligation

Where necessary, so that AUKS can comply with a legal or regulatory obligation, for example where ordered by a court or regulatory authority like the Charity Commission or Fundraising Regulator.

Vital interests

Where it is necessary to protect life or health (for example, in the case of medical emergency suffered by an individual at one of our events) or a safeguarding issue which requires AUKS to share your information with the emergency services.

Legitimate interests

Where AUKS has a legitimate business interest to ask for data about you to provide you with volunteering opportunities. AUKS may also ask for other data, such as diversity monitoring information and your thoughts and opinions about volunteering at Age UK Surrey – to improve services and procedures.

AUKS may also collect and process some of your special category data after getting your consent. For example, arranging a DBS check if applicable as part of the volunteering process.

AUKS may also collect and process some of your personal data with your consent in other circumstances, such as if you are also an AUKS service user.

Personal data held by Age UK Surrey

Information AUKS hold about you is primarily information provided when applying for a volunteering role, supplemented by information generated in the course of the volunteering role: contact details, bank account and NI number, supervision records, training records and administrative information such as photos of you, identity badges etc.

Monitoring

AUKS monitor your activity while volunteering for Age UK Surrey for a number of reasons including: checking volunteer and client service satisfaction, to provide training, to ensure volunteers are safe and to protect Age UK Surrey's interests.

How we store your data securely

AUKS take the security of your personal data seriously and protect the personal data you entrust to Age UK Surrey from loss, misuse or unauthorised access. Age UK Surrey uses a variety of security technologies and organisational procedures to help protect your personal data. For example, implementing access controls, use firewalls and secure servers.

Data storage:

- Within our secure IT network. Restricted access to staff whose job it is to process this information
- Within secure third-party databases such as Salesforce, Online Disclosures and servers at our IT support company.
- Temporarily in locked drawers or cupboards as required.

AUKS Employees can access some of your data to do their jobs. Access is restricted and procedures are in place to make sure that only the right people can access your data.

How long we keep your data

AUKS only keep your data as long as needed. For some data, such as IT usage, this may be a few months. Other information will be kept for up to 6 years after ceasing to volunteer so accurate references and records are available if requested and to comply with legal responsibilities.

Sharing your data with third party suppliers

AUKS share your data with third parties who provide services on our behalf for example, Online Disclosures for DBS checks. Information will only be shared when necessary and checks put in place to ensure the data is stored and processed safely.

Your rights - As a data subject, you have a number of rights:

- Access and obtain a copy of your data on request – this is called a subject access request
- Require Age UK Surrey to change incorrect or incomplete data
- Ask Age UK Surrey 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 Surrey is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact us on 01483 503414 or by email: enquiries@ageuksurrey.org.uk

If you believe that AUKS have not complied with your data protection rights, you can complain to us. If you are not satisfied you can complain to the Information Commissioner.