

Privacy Statement: Trustees and Volunteers

Why do we collect personal information about Trustees and Volunteers and how do we use it?

As a charitable organisation, there are lawful bases for the personal information that we collect about our Trustees and Volunteers, including those who volunteer as Ambassadors, undertake Work Experience whilst studying, or volunteer through the Duke of Edinburgh Scheme.

Trustees' and Volunteers' data can also help us to support our volunteer workforce better, ensure their health and safety and make for a better volunteering experience.

A significant lawful basis (legal reason) for collecting and using certain personal information about Trustees and Volunteers is that of "legal obligation". In other words, we have to collect this information to comply with the law. Processing information under this lawful basis enables us to:

- Make sure we comply with Charities Commission regulation for the appointment of suitable Trustees
- Keep Trustees and volunteers safe (for example, risk assessments, health and safety reports, parental consent for working with minors who volunteer through the Duke of Edinburgh Scheme)
- Provide, monitor and report on mandatory training of Trustees/Volunteers
- Where appropriate, we process DBS checks to keep everyone safe who comes into contact with Dorothy House
- Understand health information regarding our volunteers, relevant to the role for which they are applying

We also collect some personal information regarding Trustees and Volunteers on the lawful basis of "legitimate interest" so that we can do the following:

- Manage volunteers using rotas and availability as part of the DH workforce
- Monitor demographic, equality and diversity data to evidence fair recruitment of volunteers
- Pay expenses
- Communicate forthcoming events and fundraising activities by post
- Identify volunteers' skills sets which could be used at Dorothy House
- Monitor demographic, equality and diversity data to evidence fair recruitment and staffing
- Manage the organisation by monitoring Trustee / Volunteer usage of Dorothy House intranet (Dot-2Dot), printers, maintenance requests and IT helpdesk requests
- Analyse Dot2Dot use through OAK reporting (Intranet provider) facility
- Identify volunteers' skills sets which could be used at Dorothy House
- Email survey links to our volunteers

Processing information on the basis of legitimate interest means that DH deems it necessary and appropriate to collect this information for reasons that do not require your consent. However, you can object to data processing on this basis. See Your Rights section: <https://www.dorothyhouse.org.uk/your-rights/>

What personal information do we collect about our Trustees and Volunteers?

Based on the data processing reasons outlined above, we may collect some or all of the following information (note, this list is not exhaustive):

Basic details including name, postal/email address, telephone number, date of birth.

Bank account details so we can pay expenses

Financial information on Trustees including list of disqualified Directors/Trustees, other company interests, bankruptcy.

Background volunteering information including training records, skills information, work history, emergency contact details, DBS verification

Health data where applicable for volunteering role, risk assessments, health and safety accident reports,

Information on use of DH electronic devices including DH intranet, email data and back up from DH servers, building access, printing history.

Personal health information applicable to volunteering role.

Where do we store personal Trustees and Volunteers information and for how long?

The Chief Executive's office is responsible for the management of Trustees' personal information. Other volunteer information as outlined above is primarily stored on a secure database managed by Human Resources or securely held in the shops. For some functions it may be necessary to hold basic contact details on other internally managed databases whereby the data can be stored off-site with the relevant software provider, for example training records, maintenance requests, printing history, library use, IT helpdesk.

All databases are username and password protected and staff receive training so that they are aware of their professional responsibility to respect confidentiality.

Trustee and volunteers record retention policy is for 7 years after departure unless exceptional circumstances apply.

If you don't wish us to keep your information, please contact us.

Sharing personal information about Trustees and Volunteers

The Chief Executive's Office and HR Departments respectively at Dorothy House are responsible for storing Trustees and Volunteers information and will need to share some of this information with third parties as follows:

- **Charities Commission** (Trustees)
- **Companies House** (Trustees)
- **Third party communications services:** mailing houses, email marketing, survey providers, event booking systems
- ***External education system*** providers (e.g Moodle, Training Tracker)