

Volunteers Privacy Statement

Why do we collect personal information about volunteers?

We collect and process personal data about our volunteers in order to facilitate their volunteer role and for volunteer-related purposes (e.g. volunteer welfare, equal opportunities monitoring, administrative purposes, financial, regulatory, business development and for information strategy). Being a trustee is a distinct type of volunteering, and has additional data protection implications.

All volunteers should be familiar with this statement, which should be read in conjunction with the [information governance handbook](#) and [information security policy](#).

What personal information do we collect about volunteers?

- Contact details such as: name, title, addresses, telephone numbers, mobile phone numbers and personal email addresses;
- Date of Birth;
- Gender;
- Next of kin and emergency contact information;
- Bank account details (when necessary) for example, to reimburse expenses;
- Copy of driving licence, passports and visas (when necessary);
- Recruitment information (including references and any other information enclosed in a CV or disclosed in the application process);
- Recording information to support volunteering
- Case studies, biographies, testimonies, quotes or opinions about volunteering;
- Information about your use of our information and communication systems;
- Photographs, video and audio footage;
- Information gathered from social media sources in the public domain eg Facebook.
- Volunteer satisfaction information.
- CCTV footage (if volunteer role determines)

We may collect, store and use the following sensitive information or “special categories” of personal data about you:

- Information about your ethnicity, disability, sexual orientation, gender reassignment, and religious beliefs
- Information about your health including any dietary requirements;
- Information about criminal convictions and offences (unspent if non-patient facing)
- Information required and related to ID/Disclosure and Barring Service (DBS) checks or any other background checks associated with vulnerable individuals if role appropriate.

How do we collect your information?

We collect personal data about volunteers through the volunteer/trustee management and recruitment process. We may sometimes collect additional information from third parties including former or current employers (e.g. referees or occupational health providers or background check agencies for example DBS)

On what basis do we collect store and use (process) your information?

We will only process personal data about our volunteers for the relevant purposes (when the law permits us to):

- if the processing is necessary for:

- the performance of the Volunteer Promise agreement we have entered with you (this does not amount to a contract of employment); or your trustee appointment
- our (or a third party's) **legitimate interests** in particular:
 - to administer our relationship with you;
 - to build a picture of your skills, experience and interests in order to assess your suitability for volunteering projects;
- the protection of your vital interests (e.g. in a 'life or death' scenario);
- compliance with a **legal obligation**, or
- with your **consent**

Where we process your personal data for our **legitimate interests**, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. You have the right to object to this processing, and if you wish to do so, then please contact us at info.governance@dorothyhouse-hospice.org.uk

We will only process special categories of personal data with your **explicit consent**, or if there are other grounds for doing so, including (but not limited to) the processing being:

- necessary to carry out obligations or exercise rights regarding volunteering (for example, processing medical or health information to assess your suitability for volunteering with us and for being involved on specific projects and in order to accommodate you in a voluntary role);
- necessary to protect your vital interests (or someone else's interests);
- necessary to comply with a legal obligation (for example, to protect vulnerable individuals or for insurance purposes);
- in relation to personal data which you have made public; or
- necessary for bringing, defending or conducting a legal claim.

We will take even greater care of this type of data as collecting and using it could create significant risks to the individual's fundamental rights and freedoms or open someone up to discrimination.

Information about Criminal Convictions

This will usually be where such processing is necessary to carry out our obligations.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims; where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent; or where you have already made the information public.

Where appropriate we will collect this information as part of the recruitment process or we may be notified of such information directly by you in the course of your voluntary work.

Volunteer Communications

There is certain information which DH is required to send volunteers to support and facilitate their voluntary role and any related activities. Volunteers can expect to receive this communication via the Assemble message centre or News Hub, by email, or post.

If you are a volunteer and a supporter of Dorothy House, this does not affect your data protection rights as a supporter or the marketing preferences that you provided. If you have chosen not to receive marketing communications as a supporter, Dorothy House will continue to respect your preferences.

Who has access to volunteer data?

Certain personal data about our volunteers will be made available to other DH employees, and volunteers which is limited to those who have access to volunteer information. We may publish limited personal data for example, case studies/testimonies/quotes and photographs which may be featured on our internal or external publications, e.g. our volunteer brochure. Some content, including personal data, may also be held on other systems. Where appropriate, access to sensitive information is restricted only to those who have a legitimate business reason to see it.

On occasion we may be required to share your personal data with third parties, please see below.

Who do we share your data with?

Dorothy House may be required to share personal data (including, special categories of personal data) with third parties. For example, we may share information with:

- occupational health providers for undertaking necessary health checks;
- third party service providers (for example, those who carry out background checks for safeguarding purposes or driving licence checks);
- Governmental and regulatory bodies (including the police, DBS, Care Quality Commission, and in the case of trustees, the Charity Commission, Companies House, HMRC)
- Professional advisers (such as lawyers, accountants, auditors, health advisors and insurance brokers);
- Trusted suppliers and service providers who will process information on our behalf for administrative purposes;
- Trusted partners or organisations when necessary, for example if you are volunteering for a joint project with another organisation, we may need to share your personal data with it.

We will only share personal data with third parties if adequate security measures are taken and your rights are respected. **We will never sell your personal data to anyone.**

How do we store your data and for how long?

We only store information within the European Economic Area (EEA). If our trusted service providers (e.g. software providers like Microsoft) transfer any data outside of the EEA we will take steps to make sure adequate levels of privacy protection, in line with the General Data Protection Regulation and associated legislation, are in place.

We will only retain your personal data for as long as necessary to fulfil the purpose we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements. We will process personal data on volunteers for the duration of their voluntary work with DH. When a volunteer leaves DH, we will continue to retain data for as long as is necessary, seven years, routinely.

We continually review what information we hold and delete what we no longer required. Certain special categories of personal data on volunteers will be retained, and in some cases this personal data may be kept for very long periods of time. For example, we may retain information relating to health (e.g. if you have an accident whilst volunteering, in case of a future insurance claim).

If you are suspected or convicted of a criminal offence, we may retain information from our own records, and also other publicly available sources. We do this because it is necessary to do so:

- in case it is required to bring, defend or conduct a legal claim;
- to assist in the detection or prevention of crime; and
- to protect the interests of the general public.

If you have any questions about this privacy statement please contact: **Juliette Morgan, Head of Governance** at info.governance@dorothyhouse-hospice.org.uk or **Volunteer Services**.