



Volunteer Privacy Notice

Introduction

We're committed to protecting your personal information and explaining how we use it.

This Volunteer Privacy Notice explains what we do with personal information about volunteers. How we:

- collect it
- use it
- store it
- share it.

It also explains your rights under UK data protection legislation. This includes the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Under data protection law, we're the Data Controller. This means we're responsible for deciding how we process your personal information.

The information we collect

Depending on your volunteering role, we may collect and process:

Personal details

- Name
- Address
- Telephone number
- Email address
- Date of birth (where needed)
- Emergency contact details

Volunteer information

- Details about your volunteering role
- Skills, qualifications and experience relevant to volunteering activities
- Training records and certification
- Attendance and participation records

Health and support information

We may collect information to support you and for your wellbeing and safety. We only do this when it's appropriate and lawful. The information includes:

- health conditions
- disabilities
- reasonable adjustments

Compliance and safeguarding information

For some specific volunteer roles we may need to:

- do safeguarding and suitability checks
- get references.

We follow the law when processing your information.

Information we collect when you use Nova

We use a learning and training system called Nova. This makes sure we can provide and manage volunteer training.

When you use Nova, we may collect and process:

- your name and email address
- your learner profiles
- training courses assigned to you
- course completion status
- training pass rates and assessment results
- login activity and system usage information
- records of completed mandatory and compliance training.

This information helps us keep up to date training records. It also shows we meet health and safety and other organisational requirements.

How we collect your information

We collect your information through:

- Volunteer application forms
- Registering and induction
- Letters, messages and calls with you
- Meetings and reviews
- Information you share in Nova
- Training attendance and records

Sometimes, we may also get information from third parties. These include referees, safeguarding providers or DBS checking organisations. We follow the law when processing your information.

Why we use your information

We use your personal information to:

Manage your volunteer relationship

- Contact you about volunteering activities
- Support you in your role
- Arrange meetings, events and share information with you

Meet legal and regulatory requirements

- Health and safety
- Safeguarding
- Record keeping and reporting

Deliver and manage training through Nova

- Provide access to training
- Check training done
- Maintain training records
- Show compliance with mandatory training

Improve our services

- Understand volunteer engagement
- Review training
- Improve volunteer support and development

We'll only process your information where there is a lawful basis under UK GDPR. These lawful bases may include:

- Legal obligation
- Legitimate interests
- Consent (where required)
- Vital interests in emergency circumstances

Where we rely on legitimate interests, we'll make sure your rights and freedoms are fully considered and protected.

Who can access your information

Access to your personal information is only accessible by our employees and authorised people who need it to carry out their duties.

This may include:

- The People team
- Managers and colleagues supporting volunteers
- Health and Safety colleagues where required

Access is given on a need-to-know basis only.

Who we share your information with

We may share your information with:

- Providers who deliver services for us. This includes the provider of Nova.
- External auditors. Appropriate safeguards are in place.
- Regulatory bodies and public authorities. Where required by law.
- Health and Safety Executive (HSE). If there are reportable incidents.

Where third parties process personal information for us, they must use appropriate technical and organisational controls to keep your information safe.

How we keep your information secure

We take the security of your information seriously.

We have policies, procedures and controls in place. They:

- stop unauthorised access
- protect against accidental loss or destruction
- keep confidentiality and integrity

Any organisations who process information for us, must have:

- appropriate security standards
- confidentiality arrangements.

How long we keep your information

We keep volunteer information in line with our Retention Schedule and business needs.

In most cases, we'll keep your information for as long you volunteer with us. When you stop volunteering, your information will be kept and securely gotten rid of in line with our Retention Schedule. With Nova records, we'll follow the retention and contractual arrangements with the provider of Nova.

Your rights

Under data protection legislation, you have rights including:

- The right to access your personal information
- The right to request correction of inaccurate or incomplete information
- The right to request erasure in certain circumstances

- The right to object to processing based on legitimate interests
- The right to restrict processing in certain situations
- The right to lodge a complaint with the Information Commissioner's Office (ICO)

Some rights are subject to legal exemptions and limitations.

How to contact us

If you have any questions about how we use your personal information, or if you wish to exercise your data protection rights, please contact:

Our Information Governance team at informationgovernance@wchg.org.uk

If you're unhappy with how your personal information has been handled or if you want us to review the outcome of your subject access request, you can make a complaint to our Data Protection Officer. You can email them at complaints&praise@wchg.org.uk

Contacting the Information Commission's Office (ICO)

If you're still unhappy after speaking with us, you can raise your concern with the Information Commission's Office (ICO). They are the UK regulator for Data Protection. They can be contacted at:

- Write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- Call: 0303 123 1113
- Visit: www.ico.org.uk

Automated decision making

We don't make decisions about volunteers only using automated processing that would have a significant effect on them.

If you do not provide information

We need some information to manage your volunteering activities and for you to use systems like Nova. If you don't provide it, this may affect the support we can give you. You may also be unable to access required training.