

## VOLUNTEER PRIVACY NOTICE

**Data controller: Thames Hospice**

**Data protection officer: Juliana Luxton ([dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk))**

Thames Hospice collects, stores and processes personal information about prospective, current and former volunteers to manage the volunteering relationship. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

### **What information do we collect?**

We collect and process a range of information. This includes:

- Name, address and contact details, including email address and telephone number, date of birth and gender.
- Details of qualifications, skills, experience provided in the application form or during the interview process and any references received.
- Information about and emergency contacts if provided.
- Information about entitlement to volunteer in the UK.
- Information about any criminal records should the role require a DBS check.
- Details of any problem raised either about the volunteer or by the volunteer and copies of related correspondence.
- A record of training completed by the volunteer.
- Information about medical or health conditions, including disabilities should the volunteer make us aware of them.
- Equal opportunities monitoring information if provided by the volunteer, including information about ethnic origin, health and religion or belief.

We collect this information in a variety of ways. For example, data is collected through application forms; enquiry forms; through documents submitted as part of the DBS check process; the Equality & Diversity Monitoring Form, parental consent forms or through your informal interview.

In some cases and with your consent we collect personal data about you from third parties, such as references and information from criminal records checks where applicable and permitted by law.

Data is stored in a range of different places, including on our Volunteer Database System and paper files stored securely at Pine Lodge.

### **Why do we process personal data?**

We need to process data to understand who Thames Hospice volunteers are, to ensure we are providing the right training, making reasonable adjustments wherever possible, to check that a volunteer has the right to volunteer in the UK and to comply with health and safety laws. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

# Thames hospice

In other cases, we have a legitimate interest in processing personal data before, during and after the end of the volunteering relationship. Processing volunteering data allows us to:

- Run recruitment processes.
- Maintain accurate and up-to-date volunteering records and contact details (including details of who to contact in the event of an emergency).
- Operate and keep a record of problem solving processes, to ensure acceptable conduct and to improve our practices.
- Ensure effective general Volunteer Services and business administration.
- Provide references on request for current or former volunteers.
- Maintain and promote equality in the organisation.

Special categories of personal data, such as information about ethnic origin, health or religion or belief, are processed for the purposes of equal opportunities monitoring. Data that we use for these purposes is anonymised or is collected with the express consent of volunteers, which can be withdrawn at any time. Volunteers are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

We recognise the need to treat personal and sensitive data in a fair and lawful manner. No personal information held by us will be processed unless the requirements of fair and lawful processing can be met.

## **Who has access to data?**

Your information will be shared internally, including with members of the HR and Volunteer Services and is controlled and only available on a need to know basis. All staff and volunteers receive training on the principles of data protection and information security.

We will not forward your personal details to a third party organisation without your consent. Please be assured that any third party organisations that we use/ or have a contract with will not pass on any personal data that we share with them, and we ensure that any third party we use has appropriate data security policy in place.

## **How do we protect data?**

We take the security of your data seriously. We have security procedures and rules to protect your data. Your data will be kept in a secure environment and only accessed by employees in the performance of their duties.

## **How do you update your data?**

We want to make sure that your personal data is accurate and up to date. Please let us know of your details change.

Volunteer Services, Thames Hospice, Pine Lodge, Hatch Lane, Windsor SL4 3RW, or via e-mail [volunteers@thameshospice.org.uk](mailto:volunteers@thameshospice.org.uk)

## **For how long do we keep data?**

We do not keep your data for longer than is necessary for the purposes for which it is processed. We will retain personal data for the minimum period required by legislation, or national guidance

provided by statutory authorities. When no longer required for day to day processing, personal information will be archived, either electronically or if in hard copy, stored in a secure archive held offsite and then destroyed when the retention period has ceased.

## Your rights

As a data subject, you have a number of rights. You can:

- Ask to be informed why, where and how we use your information.
- Ask for access to your information.
- Ask for your information to be corrected if it is inaccurate or incomplete.
- Ask for your information to be deleted or removed where there is no need for us to continue processing it.
- Ask to restrict the use of your information.
- Ask to copy or transfer your information from IT system to another in a safe and secure way.
- Object to how your information is used.

For more information please contact Juliana Luxton at [dataprotectionofficer@thameshospice.org.uk](mailto:dataprotectionofficer@thameshospice.org.uk)

If you believe that Thames Hospice has not complied with your data protection rights, you can complain to the Information Commissioner.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

If you have any questions about this Privacy Notice please contact Juliana Luxton at: [dataprotectionofficer@thameshosice.org.uk](mailto:dataprotectionofficer@thameshosice.org.uk)