

Processing your information – Volunteer privacy notice



How we will use your information before you join us

The information you give us will be used to help us progress your interest or application in becoming a volunteer. This is our 'legitimate interest' under data protection law. Our legal basis for collection of special category data, including information about criminal convictions is consent.

Your information will only be seen by the people involved in the recruitment process, and will be stored securely. We will keep unsuccessful application information for 12 months.

We share your data with third parties in order to obtain references. If we need to share your data for background checks from third-party providers or criminal records checks from the Disclosure and Barring Service we will tell you, however there are currently no volunteer roles that require these checks.

How we will use your information when you're a volunteer

If you are recruited as a volunteer, the information you give us will be used to help us support you with your volunteering role. This is our 'legitimate interest' under data protection law. This includes your application to volunteer with us, references, any other checks we have carried out (including copies of your ID), and other files that make up the volunteer record. Our legal basis for collection of special category data, including information about criminal convictions is consent.

All volunteer information will be kept securely, and it will only be used by appropriate people involved in supporting and managing volunteers, or dealing with issues such as quality, complaints or problems related to volunteers. Some examples of how we do this include:

- using your email address to communicate with you about volunteering, for example, the update emails;
- using your next of kin details if you were involved in an emergency situation or we were concerned for your safety;
- recording information about your volunteering role, for example, training records and appraisals;
- helping us to address and resolve any problems or complaints;
- using information to monitor the quality of advice given to clients, for example, through case-checking;
- using the bank details you provide to pay your expenses;
- recording feedback about your volunteer experience, for example, the People Survey;

- providing statistical information to Citizens Advice or our funders, for example, anonymous demographic information;
- using secure electronic systems to hold your information, for example, SharePoint and PeopleHR; and
- using your name and email address to keep in contact after you have stopped volunteering (unless you tell us otherwise).

The Citizens Advice service is a network of independent local Citizens Advice charities which we are part of, and of which National Citizens Advice is the membership body. Some personal data is shared with National Citizens Advice including for the following purposes:

- Allowing you to use national systems
- Providing support and handling enquiries
- Facilitating quality checks
- Assisting in handling complains and grievances
- Recruiting volunteers
- Allowing National Citizen Advice to support us with finance functions

How we will protect your data

We take the security of your data seriously and have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees, volunteers or trustees in the performance of their duties. Cyber Essentials certifies us as being committed to cybersecurity by meeting the requirements of the technical controls in place. By establishing a baseline level of cyber security, this makes us less susceptible to common cyber threats.

We will not transfer your data to countries outside the European Economic Area. All users are required to comply with our ICT Acceptable Use Policy.

Where we engage with third parties to process personal data on our behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organizational measures to ensure the security of data.

How long will we keep your data

We will hold your data for the duration of your time as a volunteer with us. The periods for which your data is held after the end of your volunteering are set out in our Data Retention Policy.

Your rights

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner's Office website: www.ico.org.uk.

If you have any questions about the use of your data please contact our Data Protection Officer, Rachel Saffrett (rachel.saffrett@casws.org.uk)