

Appendix A: Volunteer Privacy Statement

Privacy Notice for the collection and retention of Volunteer Information by Volunteer Cornwall.

What information we collect

- Contact details, dob, age bracket, ethnicity (project specific)
- Emergency contact
- Medical information (where relevant)
- Health & safety, mobility and/or safeguarding concerns
- Communication or support needs
- Information to process your DBS
- Car and insurance documents for drivers
- Case studies: identifiable with consent or anonymised or pseudonimised if no consent
- Photographs, videos, good news stories, feedback which you have consented to sharing

How we get the information and why do we have it

- We collect the information via the volunteer enrolment form that you complete
- We will only process your personal information when we have your explicit consent to do so, which you can withdraw at any time by contacting Volunteer Cornwall

Why we collect and use this information

- To create your personal record on the appropriate secure project database
- To create your personal record on the secure web-based national V-Base database
- To keep in touch with you:
 - to notify you of visits or journeys required etc
 - to invite you to relevant training
 - to update your DBS
- To send you evaluation forms &/or newsletters
- To comply with the 7 key principles of the GDPR:
 - Lawfulness, fairness and transparency
 - Purpose limitation
 - Data minimisation
 - Accuracy
 - Storage limitation
 - Integrity and confidentiality (security)
 - Accountability
- To get hold of emergency contacts if needed

The lawful basis on which we use this information

- Because you have given your explicit consent so that we can use your information to carry out the contract, project or service (*as without it we cannot perform the contract, project or service of which you are a third party*)
- In some cases we will have a legitimate interest to process your information to enable us to carry out certain contracts

We will hold your information

- On our secure project database and on the secure web-based national V-Base database
- For 6 years after you leave the project if you have claimed expenses (for HMRC)
- Until you withdraw your consent

Who we share your information with

- Relevant organisations – but only with your knowledge & consent and in order to carry out the requirements of the project that you are supporting
- Statistical information is shared with relevant funders and commissioners

Your data rights: your personal information belongs to you and you have the right to:

- Request a copy of your information via a “Subject Access Request” process (see our website for details)
- Have it amended if it is incorrect or incomplete
- Withdraw your consent to share your information at any time
- Have it deleted (where we don’t have a legal requirement to retain it)
- Be informed of how we will process it & restrict how we process it
- Object to us using it for research purposes
- Object to us using it in relation to legal tasks or in the exercise of an official duty
- Ask that we transfer the information you gave us from one organisation to another, or give it to you

How to complain:

- By phone or e-mail:
www.volunteercornwall.org.uk
Acorn House
Heron Way
Newham
Truro TR1 2XN
VC Manager: andyb@volunteercornwall.org.uk 01872 265308
- By phone to the ICO (information Commissions Office): 0303 123 1113
Using their online complaints service: <https://ico.org.uk/make-a-complaint/>

ICO Registration no: Z7520254