



PRIVACY STATEMENT FOR VOLUNTEERS

This document sets out what information Harrogate & Ripon Centres for Voluntary Service (HARCVS) records about you as a volunteer and what we do with it. Please read it carefully and let us know if you have any questions.

Your privacy is important to us:

- We don't ask for your personal information unless we need it and don't keep it for longer than necessary.
- We don't share your personal information with anyone except to comply with the law or where it is necessary for us to provide our services.

Why do we need information about you?

We need to record information about you in order to contact you about your volunteering role with us. We do not need your written consent to record this information because we cannot communicate with you without being able to refer back to it during the time you volunteer with us. The basis for this is known as "Legitimate Interest".

We record basic information, such as your name and contact details, and we ask for other relevant information about you, such as the name a family member, any relevant health concerns and details of your vehicle and driving records so that we can ensure you and the people you help are safe and properly supported during your time volunteering with us.

What happens when other people ask us to contact you?

Sometimes, another person or organisation asks us to contact you about volunteering opportunities (for example, a support worker). If this is the case, we will tell you who gave us information about you, what kind of information they gave us (usually it would be your name and phone number), and what we will use that information for. Normally we will use it simply to contact you to discuss whether any of our volunteer roles are of interest to you. If you decide that you do not want to volunteer with us, we will delete any information we have about you at that time.

Do we ever share information about you with other people?

Very occasionally, we may need to share information about you with appropriate third parties. Everything you tell us will be treated in accordance with Harrogate & Ripon CVS's Information Management Policy and will only be shared if there is a specific reason for doing so. For example, if you are concerned about someone you have visited, we may need to tell Health and Adult Services or the Police the name of the volunteer who raised the concern. If we have concerns about your own health and wellbeing that may affect your ability to volunteer, we may need to contact someone such as your GP or a family member, with your consent. Only the people who need to know information about you have access to it. We ask all our volunteers to respect the need for a very high level of data security in their role, which includes shredding any handwritten notes or deleting any emails or texts they receive from us as soon as they have provided the service for the person they are helping.

How long will we keep your information?

If you enquire about volunteering but we don't hear back from you again in the following 2 months, we will assume that you do not wish to become a volunteer and will delete any information we have about you then.

When you stop volunteering with us, we will retain your personal information for one full financial year (April to March). This is so that we can fulfil our obligations to report to our funders. After that time, we will keep our anonymous statistics, but will delete all personal data about you. If you return to volunteer with us again, we will collect the information about you once again. Very occasionally, funders may require us to keep specific data for a longer period and we would need to comply with that requirement, and with any other legislation, (e.g. Health and Safety records).

Your Rights

Whilst we do not need your consent to record information about you and to contact you in relation to the practical side of your volunteering role, we do need your consent to send you our newsletter and fundraising information. From May 2018, we will ask for this when you first get in touch with us. However you have the right to change your mind at any point. Please call us, write to us or email us if you would like to change your preferences at any time.

You are entitled to see the information we hold about you at any time. If you want to see it, please ask us for a Subject Access Request form by emailing cvs@harcvs.org.uk or writing to us at HARCVS, Community House, 46 – 50 East Parade, Harrogate HG1 5RR.

You also have the right to lodge a complaint if you believe that the information we hold

- is not secure
- has been shared inappropriately,
- is inaccurate
- is being kept for longer than necessary
- has been collected it for one reason but is being used for another.

You should first raise any concern with us, but if we are unable to resolve your concerns to your satisfaction, you can contact the Information Commissioner's Office on 0303 123 1113 or online at www.ico.org.uk

Contact Details for Data Privacy Enquiries

If you have any queries or concerns about this Privacy Statement please contact our Head of Practical Support Services, who is our Data Protection Officer. They can be contacted as follows:

Phone: 01423 504074

E mail: cvs@harcvs.org.uk

Post: c/o Data Protection Officer, HARCVS, Community House, 46 – 50 East Parade, Harrogate HG1 5RR

Harrogate and Ripon Centres for Voluntary Service is the Data Controller and this covers all the services provided by HARCVS including the Harrogate Easier Living Project (HELP).

Registered charity number 1144758 and registered company number 7760477