

Volunteer Privacy Notice: COLLECTING AND PROCESSING PERSONAL DATA



VOLUNTEER PRIVACY NOTICE: **COLLECTING AND PROCESSING PERSONAL DATA**

Recovery Focus is committed to protecting the privacy and security of your personal information. As the organisation you volunteer for we collect your personal data and are a "data controller".

This privacy notice is to help you understand what personal information we collect about you, why we collect it and what we do with it.

1 Contact details

Recovery Focus contact details are as follows:

Post: Recovery Focus, 80 Holloway Road, London, N7 8JG Telephone: 0207 697 3300

If you have any questions relating to the use of your personal data or this Volunteer Privacy Notice, you can contact the Data Protection Officer by post or email:-

Email: DataProtectionOfficer@richmondfellowship.org.uk

Post: Recovery Focus, 80 Holloway Road, London, N7 8JG

Telephone: 0207 697 3300

2 Personal information we collect and hold about you

We collect, store, and use the personal information about you in relation to your volunteering with us listed in Schedule 1 to this Privacy Notice.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your volunteering relationship with us.

3 How is your personal information collected?

We collect personal information about volunteers, employees, workers and contractors.

This information is either (a) provided by you, (b) created by us in the course of volunteer- related activities during your volunteering with us, or (c) obtained from third parties, normally through the application and recruitment process.

In particular, data may be obtained from third parties such as your former employers and nominated referees, the Disclosure & Barring Service and from medical professionals and occupational health specialists. If you fail to provide certain information when requested, you may not be able to continue your volunteering with us.

4 How we use personal information

We may use the information collected from you:

- 4.1 where we need to comply with a legal or regulatory obligation; or
- 4.2 where it is necessary for our legitimate interests (or those of a third party) set out in Schedule 2 providing that those legitimate interests are not overridden by your interests or rights which require protection of your data.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5 How we use special category personal information

Some personal information is treated as falling into a special category. This information is listed in Schedule 1 and used to be known as sensitive personal information. We may process this information in the following circumstances:

- 5.1 In limited circumstances, with your explicit written consent.
- 5.2 Where we need to do so to carry out our legal obligations (e.g. in the context of employment or social protection laws) and in line with our data protection policy.

5.3 Where it is needed in the public interest, such as for equal opportunities monitoring and in line with our data protection policy.

5.4 Where it is needed to assess your volunteering capacity on health grounds, subject to appropriate confidentiality safeguards.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public. We may also process such information about former volunteers, employees, workers and contractors in the course of our legitimate business activities with the appropriate safeguards.

We will use your special category personal information in the following ways:

We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to volunteer and to provide appropriate adjustments. We will use information about your protected characteristics, and mental health and addictions to ensure meaningful equal opportunity monitoring and reporting.

6 Information about criminal convictions

We may hold information about criminal convictions.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you. In addition, where it is appropriate in relation to certain roles, we will also check criminal convictions periodically.

We will use information about criminal convictions and offences in the following ways:

- assessing suitability for working with vulnerable people
- where it is necessary to protect your interests, our interests and those of other volunteers, employees or to protect clients and other third parties from theft, fraud and similar risks; and
- where it is necessary in relation to legal claims.

We are allowed to use your personal information in this way where you have already made the information public and in accordance with our data protection policy.

7 Automated decision-making

We do not envisage that any decisions will be taken about you using automated means, however we will notify you in writing if this position changes.

8 Recipients of your personal data

We may disclose your personal information to third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so. "Third parties" includes third-party service providers (including contractors and designated agents) and other entities within our Group.

Personal information may be disclosed to the following categories of recipient:

- Certain employees where appropriate;
- Future and prospective employers;
- Regulators
- Third party service providers carrying out processing on our behalf such as (a) IT administrators, (b) medical providers (such as occupational health specialists), (c) training providers, (e) auditors, (f) building security providers, (g) consultants (h) legal advisors, (i) archiving companies
- Competent authorities as required by law.

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies and the law.

We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

We will share your personal information with other entities in our Group as part of our regular reporting activities on company performance, in the context of a business reorganisation or group restructuring exercise, for system maintenance support and hosting of data.

We may share your personal information with other third parties, (for example in the context of the possible sale, restructuring or merger of the organisation). We may also need to share your personal information with a regulator or to otherwise comply with the law.

Personal drives held within Citrix are the property of Recovery Focus and if business needs arise, access will be given to managers.

9 Data security

We have put in place measures to protect the security of your information. Details of these measures are available upon request.

10 Data retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

In general terms this means that we will retain your personal information for the duration of your volunteering with us and for a set length of time stated in our Volunteer Policy. In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Details of retention periods for different aspects of your personal information are available in our Document Retention & Disposal Policy Your rights

You have a number of rights in relation to our handling of your data. These include the following:

- **Access:** you are entitled to request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it. (Further details about how to make a data subject access request can be found in our Subject Access Policy & Procedure).
- **Correction:** you are entitled to request that any incomplete or inaccurate personal information we hold about you is corrected.
- **Erasure:** you are entitled to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Objection:** where we are processing your personal information based on a legitimate interest (or those of a third party) you may object to processing on this ground. However we may be entitled to continue processing your information based on our legitimate interests.
- **Restriction:** you are entitled to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Transfer:** you may request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please email People & Organisational Development at hrteam@richmondfellowship.org.uk

11 Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please email People & Organisational Development at hrteam@richmondfellowship.org.uk. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

12 Questions or complaints

12.1 Data protection officer

We have appointed a data protection officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, or any complaints please contact the Data Protection Officer quoting the relevant Information Commissioner's Office (ICO) reference number as outlined below:-

Richmond Fellowship ICO Number	- Z5557991
Aquarius Action Projects ICO Number	- Z6487514

12.2 Supervisory authority

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

13 Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please email People & Organisational Development at hrteam@richmondfellowship.org.uk

Schedule 1

Personal information

- Personal contact details such as, title, addresses, telephone numbers, and personal email addresses.
- Date of birth
- Gender
- Bank account details (if claiming expenses),
- Start date
- Location of employment or workplace
- Copy of driving licence (if claiming vehicle expenses)
- Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process)
- Volunteering records (including role, , volunteer history, volunteering hours, training records)
- Performance information
- Disciplinary and grievance information
- Photographs

Information relating to your family

- Next of kin and emergency contact information

Information relating to your use of our information and communications systems

- Information about your use of our information and communications systems
- CCTV footage and other information obtained through electronic means such as swipe card records.

Information about criminal convictions

- Information about criminal convictions and offences.

Special categories of personal data

We will also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religious beliefs, sex, sexual orientation
- Information about your health, including any medical condition, , mental health history and substance misuse

Schedule 2

Legitimate interests

- Making a decision about your recruitment or appointment.
- Assessing suitability for regulated roles (including criminal record checks)
- Determining the terms on which you volunteer for us.
- Checking you are legally entitled to be in the UK.
- Administering the contract we have entered into with you.
- Business management and planning, including accounting and auditing.
- Conducting performance reviews, managing performance and determining performance requirements.
- Assessing skills and experience for a particular role or task, including
- Gathering evidence for possible grievance or disciplinary hearings.
- Making decisions about your continued volunteering Making arrangements for the termination of our volunteering relationship.
- Education, training and development requirements.
- Dealing with legal disputes involving you, or other volunteers, employees, workers and contractors, including accidents at work.
- Ascertaining your fitness to volunteer

-
- Managing sickness absence.
 - Complying with health and safety obligations.
 - To prevent fraud.
 - To monitor your use of our information and communication systems to ensure compliance with our IT policies.
 - To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution and workforce trends
 - To conduct data analytics studies to review and better understand volunteer retention Equal opportunities monitoring.