

# Volunteer Privacy Policy



Glasgow City Mission collects and processes personal data relating to our volunteers in order for us to manage the volunteering relationship. We are committed to protecting the privacy and security of all our volunteers' personal information. This privacy notice describes how we collect and use personal information about you during and after your volunteer engagement with us, in accordance with the General Data Protection Regulations.

## What Information do we collect?

Depending on the role you have applied for and where you are placed as a volunteer we may collect some or all of the personal data below:

- Your name, address and contact details including email address
- Confirmation you are over 18 for insurance purposes
- Information on your suitability as a volunteer in line with our ethos and statement of faith
- Information on your skills, abilities, and training
- Information on your employer and job title if appropriate
- Emergency contact details
- Information on your eligibility to drive (e.g. driver's licence information)
- Photographs
- Reference data
- Information on your availability to volunteer
- Periodic personal volunteer survey information
- Training information

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

- Information about your health, including any medical conditions that may affect your volunteering
- Information about criminal convictions and offences and personal information in order to process disclosure/PVG checks

## How is your personal information collected?

We typically collect personal information about volunteers through the application and recruitment process, either directly from applicants or sometimes from a background check provider. We will collect additional personal information in the course of volunteer related activities throughout the period of your volunteer engagement with us.

## Why do we collect and process your information?

We need the categories of information in the list above primarily to allow us to make use of the volunteer engagement you have afforded us and to enable us to comply with legal obligations. Glasgow City Mission has a legitimate interest in processing your information before, during and after the volunteer engagement process.

## Processing this data allows us to:

- Run the volunteer recruitment and appointment process
- Assess the suitability of volunteers for activities/roles
- Maintain accurate and up-to-date records including emergency contact details

- Education, training and development requirements
- Deal with legal disputes involving you , or other volunteers, guest or employees, contractors and including accidents at work
- Complying with Health & Safety obligations
- To conduct data analysis to review and better understand our volunteer recruitment and retention rates
- To monitor attendance in order to keep our operational activities and clubs running with the appropriate volunteer cover
- Keep our volunteers informed of the general work of Glasgow City Mission in order that they can promote and represent Glasgow City Mission with the most accurate information

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

### **How will we communicate with you and what should you expect to receive?**

Once accepted as a volunteer you will receive regular communication via the method you selected on your initial application. You should expect to receive regular communications from our Volunteer Co-ordinator regarding your volunteer engagement. It is important that you are well informed as to the activities of Glasgow City Mission as a whole and of the progress that our guests are making and your contribution to this. For this reason you will also receive our Connect magazine which goes out to our supporters. We will communicate with you when we feel there is important information regarding your volunteering engagement. If you wish to change the way we communicate with you please contact us on [info@glasgowcitymission.com](mailto:info@glasgowcitymission.com) or telephone 0141 221 2630.

### **What happens if you fail to provide personal information?**

If you fail to provide certain information when requested, we may not be able to take advantage of your offer to volunteer for us or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our other volunteers or workers).

### **How will we use particularly sensitive personal information?**

We do not need your consent if we use special categories of personal data in order to carry out our legal obligations. In some circumstances, however, we may ask for your consent to allow us to process certain particularly sensitive data. In these circumstances we will provide you with sufficient information about how your data will be used for you to make a choice about whether to provide your consent. You will have full control over your decision to give or withhold consent, and there will be no consequences where consent is withheld. Consent, once given, may be withdrawn at any time, with no consequences.

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

Your data will be shared with trained Glasgow City Mission staff where it is necessary for them to undertake their duties. For example – administration staff in order to process your application or project workers who will be responsible for supervising your volunteer shifts.

Glasgow City Mission will not share your personal data with third parties without your explicit consent except in the following circumstances:

- to obtain references and PVG/Disclosure checks where appropriate
- where statutory bodies, the police and courts require it to comply with legal obligations

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

Glasgow City Mission have internal controls, policies and procedures in place to protect your personal data both in paper and electronic format including password protected and encrypted computers and secure servers, restricted access and secure storage.

## **How long do we keep your data?**

In line with Data Protection Principles we only keep your data for as long as we need it which will be at least for the duration of your volunteering with us. Retention periods can vary depending on why we need your data. This may be determined by law. The periods for which your data is held after the end of volunteering are set out in our Data Retention Policy.

## **Your duty to inform us of changes**

It is important that your personal information is accurate and current. Please keep us informed if your personal information changes during your volunteer engagement.

## **Your rights**

As a data subject, you have a number of rights. These are:

- The right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice.
- The right of access. You have the right to access the data that we hold on you and to receive a copy of your data and information about where it was sourced. To do so, you should make a subject access request.
- The right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it.
- the right to ask Glasgow City Mission for your data to be erased, for example if you believe there is no longer any need for your data to be held for its original purpose, or if you decide to withdraw any consent that you have given for your data to be processed.
- The right to restrict the processing of the data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct.
- The right to portability. You may transfer the data that we hold on you to another organisation for your own purposes.
- You may have the right to object to the way we use your data if you do not agree that we are using it for our legitimate interests.
- Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you would like to exercise any of these rights, please contact the Operations Manager on 0141 221 2630.

If you believe that Glasgow City Mission has not complied with your data protection rights, you can make a complaint to the Information Commissioner. Their contact details can be found on their website [www.ico.org.uk](http://www.ico.org.uk)

*This policy will be reviewed on an ongoing basis and updated accordingly.*