

## Volunteer Data Information Notice

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North Yorkshire Hospice Care collects and processes personal information relating to its volunteers to enable it to manage the volunteering relationship. It is committed to being transparent about how it collects and uses that data and meeting its obligations under the General Data Protection Regulation.

North Yorkshire Hospice Care is the Data Controller for volunteer data as defined by the GDPR and the Chief Executive will carry out Data Protection Officer duties for this data.

### **What information does North Yorkshire Hospice Care Collect?**

The organisation will collect and process a range of information about you, which will include:

- Your name, address, contact details such as telephone number, email,
- Your DOB and gender, next of kin, emergency contacts, and marital status
- Your career history before and during your employment at *North Yorkshire Hospice Care*
- Your experience, qualifications and training, and any professional registration.
- Your nationality and if necessary, your right to work in the UK.
- Confirmation of your DBS check results and number.
- Details of your volunteering work pattern.
- Absence from volunteering.
- Assessments of your performance.
- Health questionnaire, any supporting information about your health, meetings etc. about your health and attendance, accident records.
- Equal opportunities information about your ethnicity, or disability.
- Records of any interviews and other assessments as part of volunteer recruitment processes.

The information will in most cases be supplied by you from an application form, CV or web-site form, or other documents provided during your recruitment and appointment, such as your passport or Driving Licence, from forms you have completed at the start of or during your volunteering role and from correspondence with you, interviews, and meetings.

We will also collect and process information from third parties such as referees that you have nominated, and statutory or legal bodies.

### **Why does the organisation process personal data?**

The organisation needs to process data to enter into a volunteer agreement with you and to meet its obligations under UK law.

In other cases, the organisation has a legitimate interest in processing personal data before during and after the end of the volunteering relationship. Processing volunteer data allows the organisation to:

- Run recruitment processes.

- Maintain accurate and up to date volunteer records and contact details, and records of volunteer's contractual and statutory rights.
- Operate and record disciplinary and grievance processes to ensure acceptable conduct in the workplace.
- Operate and keep a record of volunteer performance and related processes to ensure correct standards and quality of performance and for workforce planning and management.
- Operate and keep a record of absence and absence management procedures to allow effective workforce management.
- To obtain occupational health or GP advice when needed to be able to support volunteers with disability or health needs and meet its obligations under health and safety law.
- To operate and keep a record of other types of leave such as maternity, parental or adoption leave to allow effective workforce management.
- To ensure effective and accurate general HR and business administration.
- Provide references on request for current and former volunteers for work and financial purposes.
- To respond to and defend against legal claims.

Some special categories of personal data, such as information about health or medical conditions, are processed to carry out legal obligations or to comply with the CQC regulations, the organisations duty of care to the Vulnerable Adults and Children and Young People it supports or to comply the terms of any contracts that it operates.

Where the organisation processes other special categories of personal data, such as information about ethnic origin, is done for the purposes of equal opportunities monitoring.

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

Your information will be held within the HR Department so will be accessed by the HR and Payroll teams, and may be shared internally with your line manager, the Chief Executive, or members of the Leadership Team.

The organisation shares your data with third parties in order to obtain pre-volunteering references and obtain necessary criminal records checks from the Disclosure and Barring Service.

If you require a smart card to access patient record systems to obtain this requires the sharing of information you provide for that specific purpose with NHS Digital.

Where volunteers are seconded or work under a service level agreement with an external organisation *North Yorkshire Hospice Care* will share some information with the host organisation but only that necessary for the performance of the agreement.

The organisation also shares your data with third parties that process or host data on its behalf in connection with management of HR records and the provision of occupational health services. In all cases this is under licence agreement or service level agreement.

The organisation will not transfer your data to countries outside the European Economic Area.

### **How does the organisation protect data?**

The organisation takes the security of your data seriously. The organisation has 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 in the performance of their duties. Access to all systems is restricted to the HR and Payroll team with password protection for externally hosted services. Information held on the server is protected by permissions and accessed only by the HR and Payroll Team and the Chief Executive.

Hard copy information is kept securely in lockable cabinets with restricted access to the keys.

Where the organisation engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

### **For how long does the organisation keep data?**

The organisation will hold your personal data for the duration of the volunteering relationship with you. The period for which your data is held after the end of the volunteering relationship is 6 years and is set out in the Records Management and Lifecycle policy.

### **Your rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request.
- require the organisation to change incorrect or incomplete data.
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact Tony Collins, Chief Executive, Crimble House, Hornbeam Park Avenue, Harrogate, HG2 8NA.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner via their website [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns), or telephone 0303 123 1113.

### **What if you do not provide personal data?**

Failing to provide the data requested may mean that you are unable to volunteer with the organisation, as contact details, health information and the data captured

during pre-volunteering checks including references and DBS, are required in order to provide you with volunteering work.

North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces. North Yorkshire Hospice Care is a company limited by guarantee, registered in England and Wales (2121179). Registered address Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA.