

## **Volunteer Privacy Notice**

**NOTE:** The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR), which will come into effect in the UK on 25 May 2018.

**Data controller: Arthur Rank Hospice Charity, Cherry Hinton Road, Shelford Bottom, Cambridge, CB22 3FB (Registered Office).**

**Data protection officer: Sheena Fisher; Tel 01223 675803 or email [sheena.fisher@arhc.org.uk](mailto:sheena.fisher@arhc.org.uk)**

### **1. Who are we?**

We are Arthur Rank Hospice Charity, a UK registered charity (charity number 1133354) in England and Wales and we are a company limited by guarantee (company registered number: 07086155). We also have a trading company trading company, Arthur Rank Hospice Limited (company number 3059033).

#### **Our registered office is**

Cherry Hinton Road  
Shelford Bottom  
Cambridge  
CB22 3FB

We also have a centre in Wisbech, called

Alan Hudson Day Treatment Centre  
North Cambs Hospital  
The Park  
Wisbech  
PE13 3AB

We are registered with the UK Information Commissioner's Office (ICO) as a data controller, registration number Z689965X (Arthur Rank Hospice Charity).

### **2. What information does ARHC collect?**

ARHC collects and processes a range of information about you. This information depends on your volunteering role but may include:



- your name, address and contact details, including email address and telephone number and age/ date of birth;
- information about your volunteering role and volunteer agreement;
- details of your employment (or other) status, qualifications, skills, experience and volunteering/ employment history, including start and end dates, with previous employers and with ARHC;
- information about your emergency contacts;
- information about your personal circumstances;
- information about your entitlement to volunteer in the UK;
- information about your criminal record;
- information about your driving licence, car insurance and car details;
- information about your professional membership(s) / registration(s);
- details of your schedule (days of volunteering and hours) and attendance;
- details of your induction and training records;
- information about medical or health conditions, including whether or not you have a disability for which ARHC needs to make reasonable adjustments;

ARHC collects this information in a variety of ways. For example, data is collected through application forms, CVs, obtained from identity documents such as your driving licence and passport; from forms completed by you at the start of or during volunteering; from correspondence with you; or through interviews, meetings or other assessments.

ARHC seek consent from the holder of parental responsibility when processing personal data relating to those under the age of 18.

In some cases, ARHC collects personal data about you from third parties, such as references, and information from criminal records checks permitted by law.

Data is stored in a range of different places, including in your volunteer file, in the volunteer management database (Better Impact) and in other IT systems (including ARHC's email system).

Your personal data will be processed in a manner compliant with the ICO and the GDPR. It will be stored in Canada, one of twelve countries outside the EU that the European Commission has determined favourable for data storage.

### **Why does ARHC process personal data?**

ARHC needs to process data to be able to recruit, engage and develop volunteers.

In some cases, ARHC needs to process data to ensure that it is complying with its legal obligations. For example, it is required to comply with health and safety laws.



For certain volunteer roles, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

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

- run volunteer recruitment and selection processes;
- support your ongoing volunteering relationship with us;
- complete the volunteer recruitment process;
- carry out research and surveys about our services;
- send you information about your volunteering with us, for example the volunteer newsletter and volunteer events;
- maintain accurate and up-to-date records and contact details (including details of who to contact in the event of an emergency);
- ensure effective general business administration;
- provide references on request for current or former volunteers;
- respond to and defend against legal claims; and
- maintain and promote equality.

Some special categories of personal data, such as information about health or medical conditions, is processed to carry out our obligations to our volunteers (such as those in relation to volunteers with disabilities and for health and safety purposes).

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

Your information will be shared internally, including with members of the HR / Voluntary Services team, your supervisor, colleagues in the business area in which you volunteer, on-call managers and IT staff, if access to the data is necessary for performance of their roles.

ARHC also shares your data with third parties in order to obtain pre-engagement references from employers and obtain necessary criminal records checks. When necessary for the performance of the volunteering engagement, ARHC also shares your data with third parties that process data on its behalf, such as:

- Ucheck – in connection with criminal records checks.
- Legal advisers/ insurers – in connection with any aspects of insurance, disputes or claims.
- Better Impact - Volunteer database
- Cambridgeshire County Council – for work permits for youth volunteers
- Riverlite – in connection with IT support services.



- North West Anglia NHS Trust – in connection with the provision of Occupational Health services.
- Training Tracker and e-learning for Healthcare – in connection with training records.

ARHC undertake Privacy Impact Assessments when engaging with suppliers to check that their information governance practices are appropriate.

### **How does ARHC protect data?**

ARHC takes the security of your data seriously. There are many measures in place to ensure your information is kept safe. This includes the use of a professional IT company to support in the storing of your data and all staff being trained in information governance: in the unlikely event of a data breach, all members of staff can identify this and are aware of the steps which then need to take place. This helps to prevent your personal information from being lost, misused, accessed by unauthorised individuals, modified or disclosed. All information held by ARHC is held in accordance with legal requirements.

### **How long does ARHC keep data?**

The organisation will hold your personal data for the duration of your volunteering. The periods for which your data is held after you finish volunteering are set out in the Records Management 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;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.
- If you would like to exercise any of these rights, please contact Voluntary Services, Arthur Rank Hospice Charity, Cherry Hinton Road, Shelford Bottom, Cambridge, CB22 3FB or email [privacy@arhc.org](mailto:privacy@arhc.org)
- You can make a subject access request by completing ARHC's form for making a subject access request.



Arthur Rank Hospice Charity

If you believe that ARHC has not complied with your data protection rights, you can complain to the Information Commissioner (ICO). The ICO is the body that regulates ARHC under Data Protection and Freedom of Information legislation  
<https://ico.org.uk/>.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

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

Certain information, such as contact details have to be provided to enable ARHC to engage you as a volunteer. If you do not provide other information, this will hinder ARHC's ability to administer the volunteer relationship and may therefore mean that you are unable to volunteer for ARHC.

### **Automated decision-making**

Volunteering decisions are not based solely on automated decision-making.

### **Updates to this document**

We will check this Privacy Notice at least once a year to make sure it is up-to-date and accurate, in line with changes in the law and that it adheres to best practice. If any changes are made, they will be shared on our website and through correspondence which we will share with you.

This version was published in May 2018.