

# Privacy Notice for North Devon Hospice Volunteers

## 1 – Scope

This Privacy Notice (“notice”) describes how North Devon Hospice collects and uses personal information relating to its volunteers.

## 2 – Aims

This notice tells you what personal information North Devon Hospice collects about its volunteers, why we need it, how we use it and what protections are in place to keep it secure. If you would like more details, please contact the Volunteer Office.

## 3 – Key Terms

“North Devon Hospice” and “we” mean North Devon Hospice and all subsidiaries of this charity.

“You” means prospective, present and past volunteers and people connected to them (such as the person you nominate to contact in an emergency).

“Personal Information” means information about you and from which you could be identified, including information which may be protected under the privacy or data protection laws of the country in which you are volunteering.

## 4 – Privacy at North Devon Hospice

**It is North Devon Hospice’s policy to:**

- Process your personal information fairly and in accordance with applicable laws;
- Tell you (either directly or in our policies) about how we will use your personal information;
- Only collect personal information from you when we need it for legitimate purposes, or legal reasons;
- Ensure that your personal information is adequate, relevant and not excessive for the purpose for which we collect it;
- Not keep your personal information for longer than we need to;
- Keep your personal information secure, and limit the people who can access it;
- Ensure that you know how to access your personal information and exercise your rights in relation to it, including being able to keep it accurate and up to date; and
- Ensure that any third parties we share your personal information with take appropriate steps to protect it.

We collect and use different types of personal information about you, depending on your circumstances, your role and the law, which may include:

Types of Information	Examples
	Please note that the examples are illustrative and non-exhaustive
<b>Information about you</b>	Title, name, address, date of birth, marital status, nationality, race, gender, any online identifier such as an IP address, religion, and details of any disabilities, work restrictions/or required accommodations.
<b>Information to contact you at work or home</b>	Title, name, address, telephone and email address.
<b>Information about who to contact in case of emergency</b>	Title, name, telephone, their relationship to you, and email address where this is the specified means of contact.  PLEASE ENSURE THIS INFORMATION IS MAINTAINED AND YOUR EMERGENCY CONTACT IS AWARE THAT YOU HAVE SHARED THEIR DATA.
<b>Information to identify you</b>	Photographs, passport and/or driving licence details, birth/marriage/adoption certificates, utility or Council Tax correspondence, National Insurance number, electronic signatures.
<b>Recruitment records and Information about your suitability to volunteer for us and/or a relevant third party</b>	References, interview notes, work visas, ID information such as passport details & driving licence information, vehicle registration & insurance documents, MOT certificate, records/results of pre-volunteering checks, including criminal record checks.  North Devon Hospice uses a third-party agency to fulfil its disclosure and barring service checks; all data is exchanged securely.
<b>Information about your skills and experience</b>	Application forms and/or CVs, references, records of qualifications, skills, training and other compliance requirements.
<b>Information about your terms of volunteering with North Devon Hospice</b>	Letters of offer and acceptance of volunteering and your volunteering agreement. Records and/or notes of 1:1s and other meetings during your volunteering, including correspondence and reports.
<b>Information about your length of service</b>	Length of service details.
<b>Information relating to medical/health</b>	DSE assessments, risk assessments.
<b>Information to allow you to access our buildings and systems</b>	Volunteer computer or facilities access and authentication information, including identification codes, passwords, photographs, video images.
<b>Information relating to fulfilling your role</b>	Meeting notes, correspondence, role description.
<b>Information relating to complaints or problems</b>	Interview/meeting notes or recordings, correspondence.

<b>Information relating to travel and expenses required for your role</b>	Bank account details, driving licence, vehicle registration, MOT certificate and insurance details, driver assessments.
<b>Your suitability to work with vulnerable adults and/or children</b>	Criminal record declaration form, Disclosure and Barring Service (DBS) application details and result, notes of criminal conviction discussions (where applicable) and recruitment outcome.

## 5 – Why do we need to collect your personal information?

We need to collect and use your personal information for a number of purposes. These may include:

<b>Purposes for which we need your personal information:</b>	<b>Examples</b>
	Please note that the examples are illustrative and non-exhaustive.
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>• To assess your suitability to volunteer for North Devon Hospice;</li> <li>• To perform requisition and applicant management activities;</li> <li>• To perform precision matching to volunteer vacancies;</li> <li>• To conduct screening, assessments and interviews;</li> <li>• To maintain a library of correspondence;</li> <li>• To make offers and provide volunteering agreements;</li> <li>• To conduct checks, including determining your legal right to work and carrying out criminal record checks where applicable. For more information please see the HR page on the Intranet or contact the Volunteer Office.</li> </ul>
<b>Human Resources (HR), finance and other business administration purposes relating to volunteers</b>	<ul style="list-style-type: none"> <li>• Resource planning, recruitment and succession planning;</li> <li>• Budgetary &amp; financial planning and administration;</li> <li>• Organisational planning &amp; development and workforce management;</li> <li>• Development, education, training &amp; certification;</li> <li>• Performance management;</li> <li>• Problem resolution;</li> <li>• Business reporting and analytics;</li> <li>• Work-related injury and illness, including the management of Health &amp; Safety, and disabilities;</li> <li>• To communicate with you and to facilitate communication between you and others;</li> <li>• Compliance and compliance reporting;</li> <li>• Risk management;</li> <li>• Project management;</li> <li>• Training and quality purposes.</li> </ul>

<b>Security Purposes</b>	<ul style="list-style-type: none"> <li>• Physical access control;</li> <li>• Authorising, granting, administering, monitoring and ceasing access to North Devon Hospice or third party facilities, records, property and infrastructure including communications services such as business telephones &amp; email, internet use;</li> <li>• Prevention and detection of crime.</li> </ul>
<b>Information Technology administration purposes (IT)</b>	<ul style="list-style-type: none"> <li>• IT systems access control and monitoring of use ;</li> <li>• IT fault reporting, management &amp; resolution;</li> <li>• Systems administration, support, development, management &amp; maintenance.</li> </ul>
<b>Legal purposes</b>	<ul style="list-style-type: none"> <li>• To comply with North Devon Hospice’s legal, contractual and compliance obligations.</li> </ul>

## **6 – How do we protect your personal information?**

We have security arrangements in place to guard against unauthorised access, improper use, alteration, destruction or accidental loss of your personal information. You are required to help with this by ensuring that your own personal information and that of your fellow colleagues, volunteers and third parties are kept secure. You should not share your (or anyone else’s) personal information unless there is a genuine business reason for doing so.

We take appropriate organisational and technical security measures and have rules and procedures in place to ensure that any personal information we hold on computer systems is only accessed appropriately.

When we use third party organisations to process information on our behalf we ask them to demonstrate compliance with our security requirements, adherence to any instructions we give them and compliance with relevant data protection legislation for the duration of their relationship with North Devon Hospice. We have contractual agreements with these organisations which clearly define their obligations about what information they hold and how they use it.

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

We retain your Personnel and Training records for 6 years after the end of your volunteering at North Devon Hospice. After this time, we will retain only a summary of your employment or volunteering which will include your start and end dates, your role(s), reasons for leaving and the date your file was destroyed, in order for us to provide references, and information to government agencies including but not limited to the Department for Work and Pensions. While you remain volunteering with North Devon Hospice we will retain your full Personnel and Training record.

Where issues relating to child protection and / or the protection of vulnerable adults are identified and addressed within North Devon Hospice procedures, records and information will be retained in accordance with Department of Health and other relevant legal guidance.

**8 - How can you request access to the personal information North Devon Hospice holds about you?**

If you have any questions about the personal information that North Devon Hospice holds about you, please speak to your line manager or Volunteer Office in the first instance.

To make an access request, please send a request in writing, to the Volunteer Office at North Devon Hospice, Deer Park, Newport, Barnstaple, EX32 OHU. Alternatively, send your request via email to [HR@northdevonhospice.org.uk](mailto:HR@northdevonhospice.org.uk). We will respond with the information you have requested within 30 calendar days of receipt.

**Young Workers and Volunteers**

**If you are a young person (under 18 years of age), please arrange to have the following section completed.**

This form must be signed by an adult with Parental Responsibility for the young person. Please sign below to confirm that you understand and consent to North Devon Hospice processing personal data for the individual named below:

<b>Name (please print):</b>	<b>Name (please print):</b>
<b>Signature: (Young Person)</b>	<b>Signature: (Individual with Parental Responsibility)</b>
<b>Date signed:</b>	<b>Date signed:</b>
<b>Date of birth:</b>	

**Please note this consent will be renewed once the young person reaches the age of 18 and is permitted to give consent independently.**

Owner	Director of HR&OD
Date of Ratification:	April 2018
Reviewed	August 2021
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