

Volunteers' Privacy Notice

This Privacy Notice explains what information we collect about you, how we store this information, how long we retain it and with whom and for which legal purpose we may share it.

To find out more about our Privacy Notice, please read the relevant sections below:

Who we are?

Why we collect personal information about you?

What is our legal basis for processing your personal information?

What personal information do we need to collect about you and how do we obtain it?

What do we do with your personal information and what we may do with your personal information?

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How we maintain your records

What are your rights?

Who is the Data Protection Officer?

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Who we are?

Hospiscare provides a range of palliative care and end of life services to the communities within Exeter, Mid and East Devon. The hospice is a charity and we are registered with the Fundraising Regulator, Information Commissioner's Office, Care Quality Commission and the Charity Commission.

If you have any questions about your personal data, please contact us via:

Director of Finance and Governance
Hospiscare
Searle House
Dryden Road
Exeter
EX2 5JJ

The hospice is registered with the Information Commissioner's Office (ICO) process personal and special categories of information under the Data Protection Act 2018 and our registration number is Z4946024

Why we collect personal information about you?

We may process your personal information to enable us to run our charity effectively, process and manage your volunteering activities with us, understand you better and to send you news and information about our work, fundraising activities and events. It can also apply to processing that is in your interests as well.

In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations. For example, to comply with health and safety laws and to record mandatory training. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

What is our legal basis for

We may process your personal information for our legitimate business interests. Legitimate interests enables us to run our charity effectively, process and manage your support for us,



processing personal information about you?

understand you better and to send you news and information about our work, fundraising activities and events. It can also apply to processing that is in your interests as well.

When we process your personal information for our legitimate interests we make sure to consider and balance any potential impact on you (both positive and negative) and your rights under data protection laws. Our legitimate business interests do not automatically override yours and we will not use your information for activities where our interests are overridden by the impact on you, unless we have your consent or are otherwise required or permitted by law.

What personal information do we need to collect about you and how do we obtain it?

When you apply to volunteer we will collect details that enable us to process or administer our relationship with you.

Any information about you is stored securely for the duration of your volunteer service to Hospiscare. Access to your information is restricted, though you may view your records at any time.

If you do not progress to a volunteering role your application form will be deleted/shredded.

Once you cease volunteering for Hospiscare, all of your data is destroyed after six years.

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
Information about you:	Please note that the examples are illustrative and non-exhaustive Name, address, date of birth, marital status, nationality, race, gender, any online identifier such as an IP address, religion, preferred language,



	details of any disabilities, work restrictions and/or reasonable adjustments made.
Information to contact you at home:	Name, address, telephone and email address.
Information about who to contact in case of emergency (yours or ours):	Name, address, telephone, email address and their relationship to you.
Information to identify you:	Photographs, passport and/or driving licence details, electronic signatures.
Information about your suitability to work for us and/or a relevant third party:	References, interview notes, work visas, ID information such as passport details and driving licence information, records/results of pre-volunteering checks, including criminal record checks.
Information about your skills and experience:	Application forms and/or CVs, references, records of qualifications, skills, training, experience and employment history and other compliance requirements.
Information about your role with Hospiscare:	Letters of offer and acceptance of volunteer work, your volunteering agreement, details of your volunteering schedule (days of work and working hours).
Information relating to your volunteering role and relevant training:	Records of supervisions, notes of 1:1s and other meetings, correspondence and reports, records of training and development with Hospiscare.
Information relating to concerns, complaints and other related processes:	Details of any concerns or complaints procedures in which you have been involved, including any warnings issued to you (with expiry dates) and other related correspondence.
Information relating to your work travel and expenses:	Bank account details, passport, driving licence, vehicle registration, MOT and insurance details.



What do we do with your personal information?

We may process your personal information to enable us to run our charity effectively, process and manage your volunteering activities for us, understand you better and to send you news and information about our work, fundraising activities and events. It can also apply to processing that is in your interests as well.

In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations. For example, to comply with health and safety laws and to record mandatory training. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

We use your personal data for a number of purposes including the following:

- To run recruitment processes
- To maintain accurate and up to date volunteering records and contact details (including details of who to contact in the event of an emergency)
- To operate and keep a record of role development and supervision
- To operate and keep a record of disciplinary and grievance processes to ensure acceptable conduct in the workplace.
- To send you marketing information about our work and fundraising activities;
- To ensure we do not send unwanted information if you have informed us you do not want to be contacted
- To comply with applicable law and regulations
- To provide references on request for current or former volunteers
- To maintain and promote equality in the workplace
- To keep a record of legally and organisationally required training and development.

Who do we share your information with and why?

We will not routinely disclose any information about you without your express permission. Any disclosures of personal data are always made on a case-by-case basis, using the minimum personal data necessary for the specific purpose and circumstances and with the appropriate security controls in place. Personal Information is only shared with those agencies and bodies who have a "need to know" or where you have consented to the disclosure of your personal data to such persons.

Where possible, we will always look to anonymise/pseudonymise your personal information so as to protect confidentiality, unless there is a legal basis that permits us to use it, and will only ever use/ share the minimum information necessary. However, there are occasions where the hospice is required by law to share information provided to us with other bodies responsible for auditing or administering public funds, in order to prevent and detect fraud.

For any request to transfer your data internationally outside the UK/EU we will make sure that an adequate level of protection can be satisfied before the transfer.

There are a number of circumstances where we must or can share information about you to comply or manage with:

- Legislative and/or statutory requirements;
- A Court Orders which may have been imposed on us;
- Request for information from the police and other law enforcement agencies for the prevention and detection of crime and/or fraud if the crime is of a serious nature
- We provide the Charity Commission and Companies House with basic contact details of our Trustees

There may also be situations where we are under a duty to share your information, due to a legal requirement. This includes, but is not limited to, sharing with the Care Quality Commission for inspection purposes or where there is an overriding public interest to prevent abuse or serious harm to others and other public bodies (e.g. HMRC for the misuse of public funds in order to prevent and detect fraud).



The Hospice is required to protect your personal information, inform you of how your personal information will be used, and allow you to decide if and how your personal information can be shared. Personal information you provide to the Hospice in confidence will only be used for the purposes explained to you and to which you have consented. Unless, there are exceptional circumstances, such as when the health or safety of others is at risk, where the law requires it or there is an overriding public interest to do so. Where there is cause to do this, the Hospice will always do its best to notify you of this sharing.

We do share your data with organisations that work on our behalf or supply us with services that require your data in order to deliver these services.

Companies that we work with include:

Better Impact Inc.

The volunteering department uses Volunteer Impact software from Better Impact as a volunteer management system. This holds personal data of the subjects as well as training records and any other pertinent information. The system is ISO 27001/27017 certified and information is held for administrative and compliance purposes.

Vantage Technologies

The volunteering department uses the Vantage system for holding volunteer records. This holds personal data of the subjects as well as training records. The company holds ISO7001 accreditation and the information is held for administrative and compliance purposes

Driver Hire Group Services Ltd.



The volunteering department uses DH Licence Check, provided by Driver Hire Services Ltd., to check driving licences for volunteers who drive on Hospiscare business. DH Licence Check gains driver licence details from the DVLA. A full privacy notice can be found [here](#).

uCheck Limited

The volunteering department uses uCheck Limited to process DBS disclosures for volunteers in certain roles. uCheck is an umbrella body that carries out DBS checks on behalf of Hospiscare. A full privacy policy can be found [here](#).

Blackbaud Hosting Services

The fundraising department uses a database system called Raiser's Edge which is supplied to us by Blackbaud, Inc. Your data is stored in Boston, Massachusetts, USA. Blackbaud complies with the EU-U.S. Privacy Shield Framework as set by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union to the United States. Blackbaud Merchant Services (BBMS) is a subsidiary of Blackbaud, Inc which processes online donations and event registration fees on our behalf. Your bank account and payment card details are not stored in our database.

SORCE Limited Sorce provides intranet software which Hospiscare uses to share information internally. You will be provided a login to the intranet so that you may view information specific to your volunteer role. The system is hosted on single tenancy UK-based servers. Only Hospiscare and Sorce have access to your data. Sorce Networks are ISO accredited to ISO 9001:2008 and ISO 27001:2013.

Hospiscare Website

The London-based firm Fat Beehive hosts the Hospiscare website. If you submit your personal details to us via our website your data will be stored on secure servers based in the European



	<p>Economic Area.</p> <p>Hospiscare will store your name, address, and other details that you submitted, for identification and administrative purposes.</p>
<p>How we maintain your records</p>	<p>Information is retained in secure electronic and paper records and access is restricted to only those who need to know.</p> <p>Technology allows us to protect information in a number of ways, in the main by restricting access. Our guiding principle is that we hold your information in strict confidence and allow others access only on a 'need to know' basis. We hold and process your information in accordance with the Data Protection Act 2018 as amended by the GDPR 2016, as explained above. In addition, everyone working for Hospiscare complies with the Common Law Duty of Confidentiality and various national and professional standards and requirements.</p> <p>We have a duty to:</p> <ul style="list-style-type: none"> • maintain full and accurate records of the information we hold on you; • keep records about you confidential and secure; • provide information in a format that is accessible to you. <p>Use of Email - Some services in the hospice provide the option to communicate with supporters via email. Please be aware that the hospice cannot guarantee the security of this information whilst in transit, and by requesting this service you are accepting this risk.</p>
<p>What are your rights?</p>	<p>If we need to use your information for any reasons beyond those stated above, we will discuss this with you and ask for your explicit consent. The Data Protection Act 2018 gives you certain rights, including the right to:</p> <ul style="list-style-type: none"> • Request to access the personal data we hold about you, e.g. personnel records. The way in which you can access your own personnel records is further explained on our Individual rights page.



	<ul style="list-style-type: none"> • Request the correction of inaccurate or incomplete information recorded in our records, subject to certain safeguards. Contact the People Team for further information; • Request that your information be deleted or removed where there is no need for us to continue processing it and where the retention time has passed; • Ask us to restrict the use of your information where appropriate; • Ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information; • To object to how your information is used; • To challenge any decisions made without human intervention (automated decision making) <p>If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.</p>
<p>Data Protection Officer</p>	<p>Hospiscare has a Data Protection Officer. Please contact:</p> <p>Director of Finance and Governance Hospiscare Searle House Dryden Road Exeter EX2 5JJ</p> <p>Or via hospiscare.dpo@nhs.net</p>
<p>Information Commissioner's Office</p>	<p>The Information Commissioner's Office (ICO) is the body that regulates the Trust under Data Protection legislation. https://ico.org.uk/. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the. ICO at:</p> <p>Information Commissioner's Office Wycliffe House Water Lane</p>



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Fax: 01625 524 510

Live chat is available at: <https://ico.org.uk/global/contact-us/live-chat/>

Email: casework@ico.org.uk