Volunteer 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.

Who we are

We are a hospice, providing 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 Care Quality Commission and the Charity Commission.

Hospiscare is a Data Controller for the data we hold about you. We hold your data in order for you to volunteer with us and to comply with our legal obligations. Therefore, we are registered with the Information Commissioner's Office (ICO) because we process personal and special categories of information under the Data Protection Act 2018. Our registration number is Z4946024.

Why do we collect personal information about you?

At Hospiscare, we use your information to support and manage your volunteering role, to understand you better and to send you news and information about our work, fundraising activities and events.

We may also need to process your information to ensure that we are complying with our legal obligations. For example, to comply with health and safety laws and to record mandatory training. For some volunteers, it may also be necessary to carry out Disclosure and Barring Service (DBS) checks to ensure that individuals are permitted to undertake the role in question.

What personal information do we need to collect about you and why?

Your personal data is any information that can be connected to you personally. If you can be identified from the data, it is personal data. The types of personal data we use and hold about you may include:

- Basic details, such as your name, address, contact details, date of birth, gender
- Emergency contact details
- Information relating to your health conditions (if relevant and additional support is required)
- Recruitment information (including references, applications and DBS checks (if applicable))
- Training and development records
- Volunteering agreement and schedule (including days of volunteering and hours)
- Travel information such as journeys made for volunteering
- Information regarding your professional registration and indemnity insurance (if relevant)
- Information about your driving license, car insurance and car details (if relevant)
- Information regarding any unspent criminal convictions (if relevant)
- Bank details in order to pay expenses
- Photographs of you
- Information provided by you – this includes correspondence relating to feedback, concerns and complaints

What is our legal basis for processing personal information about you and what do we do with your personal information?

In order to process your personal information or share it outside of Hospiscare, we need a lawful basis to do so. If we process or share special category information, such as health information or information relating to ethnicity or race, we need an additional legal basis to do so.

We rely upon the following lawful bases:

Article 6 (1)(f) legitimate interest and Article 9 (2)(g) (substantial public interest) pursued by Hospiscare to run the charity effectively (e.g. ensuring the management of volunteers).

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. **Article 6 (1)(c) legal obligation –** to use your information to comply with our legal obligations (e.g. to ensure health and safety whilst you volunteer or to address safeguarding concerns).

Article 6(1)(d) - vital interest, and Article 9(2)(c) - vital interests: to share information about you with healthcare professional in a medical emergency.

Article 6(1)(c) legal obligation and Article 9(2)(f) legal claims: to support the hospice to investigate legal claims, to prevent and detect fraud and if a court orders us to do so. **Article 6 (1)(a) – consent** to use your

photographs or videos for internal and external communications, training materials and promotional content (including on our website and our social media platforms).

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 information 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.

We share your information with organisations that work on our behalf or supply us with services that require your data in order to deliver these services, e.g. to undertake driving license and DBS checks.

There may be certain circumstances, such as assisting the police with the investigation of a serious crime, where it may be necessary for the hospice to share your personal information with external agencies without your knowledge or consent.

International transfers

We use a database system called BetterImpact to store information regarding your volunteer record. Any personal information stored within BetterImpact may be stored and maintained in a secure database in Canada where a Data Privacy Framework is in place to ensure that this can be transferred securely and adheres to the Data Protection Principles.

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

Where do we store and protect your data?

Your personal information is held in both paper and electronic forms for specified periods of time as set out in our Record Retention Schedule.

In addition, everyone working and volunteering for Hospiscare complies with the Common Law Duty of Confidentiality and various national and professional standards and requirements.

We have a duty to:

- 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.

Use of Email - Some services in the hospice provide the option to communicate with volunteers 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

How long will we hold your data?

We hold your information for as long as necessary and in line with our Record Retention Schedule. If you have any queries regarding retention, please contact our DPO at DPO@hospiscare.co.uk

What are your rights?

The Data Protection Act 2018 and UK GDPR give you certain rights, including the right to:

- **Right of access**

  You have the right to request access to view or request copies of the personal information we hold about you; this is known as a Subject Access Request (SAR). To request your information, email informationgovernance@hospiscare.co.uk

- **Right to rectification**

  Request the correction of inaccurate or incomplete information recorded in our volunteer records, subject to certain safeguards. Contact the People Team for further information.

- **Right to object to or restrict the use of your information**

  Ask us to restrict the use of your information where appropriate, or object to how your information is used.

  If the hospice is relying on the consent as the basis for processing your data, you have the right to withdraw your consent at any time. Once you have withdrawn your consent, we will stop processing your data for this purpose.

  However, this will only apply in circumstances on which we rely on your consent to use your personal data.

- **Right to erasure**

  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.

If you wish to exercise one of your rights, you can contact our **Data Protection Officer** using the details below.

Right to complain

Please let us know if you wish to discuss how we have used your personal data, raise a concern, make a complaint or compliment. You can contact us at informationgovernance@hospiscare.co.uk

Following this, if you are still unhappy with how we have used your data, you can then complain to the Information Commissioner's Office (ICO).

If you wish to complain to the ICO follow this link:
https://ico.org.uk/global/contact-us/ or call the helpline on **0303 123 1113.**

Data Protection Officer

The **Data Protection Officer** for the Hospice is provided by Delt Shared Services and can be contacted via email at DPO@hospiscare.co.uk or by post, Data Protection Officer, Hospiscare, Searle House, Dryden Road, Exeter, EX2 5JJ.