



Volunteer Privacy Notice

1 What is the purpose of this document?

1.1 St Leonard's Hospice is a "**data controller**". This means that we are responsible for deciding how we hold and use personal information about you. You are being provided a copy of this privacy notice because you are a volunteer with us. It makes you aware of how and why your personal data will be used, and how long it will usually be retained for. It provides you with certain information that must be provided under the General Data Protection Regulation ((EU) 2016/679) (GDPR).

2 Data protection principles

2.1 We will comply with data protection law and principles, which means that your data will be:

2.1.1 Used lawfully, fairly and in a transparent way.

2.1.2 Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.

2.1.3 Relevant to the purposes we have told you about and limited only to those purposes.

2.1.4 Accurate and kept up to date.

2.1.5 Kept only as long as necessary for the purposes we have told you about.

2.1.6 Kept securely.

3 The kind of information we hold about you

3.1 In connection with your volunteering with us, we will collect, store, and use the following categories of personal information about you:

3.1.1 The information you have provided to us in your volunteer application form and any covering letter, or other forms in the process, including name, title, address, telephone number, personal email address, date of birth, gender, employment



history, qualifications, registration with professional bodies, education history, criminal conviction history, driving licence information

3.1.2 Any information you provide to us during an interview (if any) and during the course of your volunteer relationship with us.

3.1.3 Any information gathered or provided by you during psychometric tests carried out (if any).

3.1.4 Photographs and CCTV images.

3.1.5 We may also collect, store and use the following "special categories" of more sensitive personal information:

(a) Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions. This data is anonymised.

(b) Information about your health, including any medical condition, health and sickness records.

(c) Information about criminal convictions and offences.

4 How is your personal information collected?

4.1 We collect personal information about candidates from the following sources:

4.1.1 You, the volunteer.

4.1.2 Disclosure and Barring Service in respect of criminal convictions.

4.1.3 Your named referees, from whom we collect data relating to your previous employment/volunteer history.

4.1.4 The results from any psychometric tests carried out as part of the application process.

4.1.5 Information made available by any relevant professional regulatory body that you may be a member of.



- 4.1.6 Information available from a publically accessible source such as the internet and social media.

5 How we will use information about you

5.1 We will use the personal information we collect about you to:

- 5.1.1 Assess your skills, qualifications, and suitability for the role and determining the terms on which you volunteer for us.
- 5.1.2 Carry out background, reference and registration with professional regulatory body checks, where applicable.
- 5.1.3 Communicate with you about the volunteer process.
- 5.1.4 Keep records related to our volunteers.
- 5.1.5 Marketing, such as using photographs on promotional material (by consent).
- 5.1.6 Complying with health and safety obligations and legal or regulatory requirements.
- 5.1.7 To prevent fraud.
- 5.1.8 To monitor your use of our information and communication systems to ensure compliance with our IT policies.
- 5.1.9 To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution.
- 5.1.10 To ensure the safety and security of all attendees at the premises.
- 5.1.11 Equal opportunities monitoring.
- 5.1.12 Comply with legal or regulatory requirements.

5.2 It is in our legitimate interests to decide whether to appoint you to the volunteer role since it would be beneficial to our business to appoint someone to that role.



5.3 We also need to process your personal information to decide whether to enter into a volunteer relationship with you and maintain this relationship going forwards. It is in our legitimate interests to promote the continued success of the business.

6 If you fail to provide personal information

6.1 If you fail to provide information when requested, which is necessary for us to consider and perform our volunteer relationship with you (such as evidence of qualifications or work history), we will not be able to process your volunteer application successfully or continue with the volunteer relationship.

7 How we use particularly sensitive personal information

7.1 We will use your particularly sensitive personal information in the following ways:

7.1.1 We will use information about your disability status (if any) to consider whether we need to provide appropriate adjustments during our volunteer relationship, for example whether adjustments need to be made to the working environment.

7.1.2 We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting. This data is anonymised.

8 Information about criminal convictions

8.1 We envisage that we will process information about criminal convictions.

8.2 We will collect information about your criminal convictions history if we would like to offer you a volunteer role (conditional on checks and any other conditions, such as references, being satisfactory). We are required to carry out a criminal records check in order to carry out our safeguarding obligations and processing this information is necessary for health or social care purposes.

8.3 We will use information about criminal convictions and offences to ensure that our statutory requirements and obligations in relation to providing employment and volunteer opportunities as a Health Care Provider of Vulnerable Adults are met at all times.



8.4 We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data.

9 **Automated decision-making**

9.1 You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

10 **Data sharing**

10.1 **Why might you share my personal information with third parties?**

10.2 We will only share your personal information with the following third parties for the purposes of processing your application: disclosure and barring service, psychometric testing providers, background check providers and professional regulatory bodies. All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

10.3 We do not transfer your personal data outside of the European Economic Area.

10.4 **Data security**

10.5 We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

10.6 We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.



11 **Data retention**

11.1 **How long will you use my information for?**

11.2 We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our data protection policy which is available upon request. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

11.3 In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer a volunteer of the company we will retain and securely destroy your personal information in accordance with our data protection policy and applicable laws and regulations.

12 **Your rights in connection with personal information**

12.1 Under certain circumstances, by law you have the right to:

12.1.1 **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

12.1.2 **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

12.1.3 **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal



information where you have exercised your right to object to processing (see below).

12.1.4 **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

12.1.5 **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

12.1.6 **Request the transfer** of your personal information to another party.

12.2 If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the DPO in writing.

13 **Right to withdraw consent**

13.1 When you applied for this role, you may have provided consent to us processing your personal information for the purposes of the recruitment exercise. You have the right to withdraw your consent for processing for that purpose at any time. To withdraw your consent, please contact the DPO. Once we have received notification that you have withdrawn your consent, we will no longer process your application and, subject to our retention policy, we will dispose of your personal data securely.

14 **Data Protection Officer**

14.1 We have appointed a data protection officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO (DPO@stleonardshospice.nhs.uk). You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.