

## Privacy Notice: Volunteering Applicants

This Privacy Notice explains to you how we will use and store the information you give us when you apply to volunteer at the Hospice.

Data controller: Kirkwood Hospice (working name: The Hospice)

Staff responsible for Data protection procedures: Tony Shaw, Data Protection Officer & Penny Wade, Senior Information Risk Owner (SIRO)

As part of the volunteer recruitment process, The Hospice collects and processes personal data relating to applicants. The Hospice is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### What information does The Hospice collect?

The Hospice collects a range of information about you:

- Your name, address and contact details, including email address, telephone number, details of Next of Kin
- Details of your qualifications, skills, relevant experience and employment history
- References and, where appropriate, information directly relevant to your intended volunteering role, such as DBS Disclosure; professional qualifications and registration; and driver documentation (Driving Licence, car insurance certificate, MOT Certificate)
- Limited information about your health and whether or not you have a disability for which The Hospice needs to make reasonable adjustments
- Information about your background to help us determine the effectiveness of our policies and procedures related to Equality & Diversity

The Hospice may collect this information in a variety of ways. For example, data might be contained in your application form; obtained from your passport or other identity documents; or collected through interviews or other forms of assessment.

The Hospice may also collect personal data about you from third parties, such as references supplied by individuals/organisations known to you; and information from government agencies, such as the Disclosure & Barring Service (DBS) and the DVLA. The Hospice will only seek information from third parties when it is appropriate to do so and only with your prior consent and cooperation.

Data will be stored in a range of different places, including on your personal application file; in Volunteer Management Services computerised systems; securely in the department where you will be volunteering; and on other IT systems (including email).

## Why does The Hospice need to process your personal data?

The Hospice needs to process your personal data when progressing your application and prior to offering you a permanent volunteering role. It may also need to process your data to maintain up-to-date information that confirms your suitability to volunteer.

In some cases, The Hospice needs to process data to ensure that it is complying with its legal and regulatory obligations. For example, it is required to check a successful volunteer applicant's eligibility to drive, if they will be using Hospice vehicles or their own car as part of their role.

The Hospice has a 'legitimate interest' in processing personal data during the recruitment process and for keeping records of the process. Processing data from volunteer applicants allows The Hospice to manage the recruitment process, assess and confirm a person's suitability for volunteering and decide on which volunteer role(s) to offer. It may also be necessary to process data from volunteer applicants in order to respond to enquiries from departmental managers within The Hospice and volunteer applicants themselves.

The Hospice will also process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment patterns and trends. It may also collect information about whether or not volunteer applicants are living with a disability, so that The Hospice can make reasonable adjustments, where appropriate. The Hospice processes such information to fulfil its obligations and exercise specific rights in relation to recruitment.

For some volunteering roles, The Hospice is obliged to seek information about criminal convictions and offences. Where The Hospice seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to safeguarding of adults and children receiving services from, or working at, The Hospice.

If your application to volunteer is unsuccessful, The Hospice may keep your personal data on file in case there are future volunteering opportunities for which you may be suited. The Hospice will ask for your consent before it keeps your data for this purpose and you are free to withdraw your consent at any time.

## Who has access to data?

Your information may be shared internally for the purposes of the volunteer recruitment process. This includes managers, supervisors and other staff in the department where you will ultimately be volunteering; staff who support the initial Corporate Induction; IT staff, if access to the data is necessary for the performance of their roles; and volunteers acting as mentors to newly recruited volunteers.

The Hospice will only share your data with third parties, where this is required to complete the volunteer recruitment process and/or obtain up-to-date information about a person's suitability to continue to volunteer. The Hospice will share your data with your Referees, in

order to obtain references for you; the Disclosure and Barring Service to obtain a role-specific DBS Disclosure; and, if relevant, the Driver and Vehicle Licensing Agency.

The Hospice will not transfer your data outside the European Economic Area.

## **How does The Hospice protect data?**

The Hospice takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Volunteer records are only accessible by members of the Volunteer Services Team; departmental managers and administrative staff; and the Chief Executive, for specific and appropriate reasons. Information may be shared with senior staff in the course of their management role.

## **For how long does The Hospice keep data?**

If your application for volunteering is unsuccessful, The Hospice will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period, or once you withdraw your consent, your data is deleted or destroyed.

If your application for volunteering is successful, personal data gathered during the recruitment process will be held securely on your individual personal record file. It will be retained for the duration of your volunteering with The Hospice,

## **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 Hospice to change incorrect or incomplete data;
- Require The Hospice to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- Object to the processing of your data where The Hospice is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact [volunteer@kirkwoodhospice.co.uk](mailto:volunteer@kirkwoodhospice.co.uk) or phone 01484 557900 and ask to speak to a member of the Volunteer Services Team.

If you believe that The Hospice has not complied with your data protection rights, you can complain to the Information Commissioner.

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

You are under no obligation to provide personal data to The Hospice. However, if you do not provide such information when requested, The Hospice may not be able to process your application for volunteering in the first instance, or allow you to continue volunteering, if the failed request is subsequent to your commencement as a volunteer.

## **Automated decision-making**

Volunteer recruitment processes in operation at The Hospice are not based on automated decision-making.

\* 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