

## **Privacy Statement for Volunteers**

**Cornwall Rural Community Charity (CRCC) is committed to protecting your privacy and security and ensuring you remain informed and in control of your information.**

This notice explains when we use your personal information, how we use it, how we keep it secure and in what circumstances we may share it with other organisations. As a valued volunteer, we want you to be clear and comfortable with how we collect your personal information and what we do with it.

### **What is ‘personal information’?**

Personal information can be anything that identifies and relates to a living person. This can include information that when put together with other information can then identify a person. For example, this could be your name and contact details.

When you volunteer with us, we will collect extra information about you depending on your role (for example, references, criminal records check, professional certificates, details of emergency contacts, medical conditions). This information will be retained for legal reasons, to protect us (including in the event of an insurance or legal claim) and for safeguarding purposes.

### **What is data protection?**

Data protection laws are concerned with how an organisation collects, uses, shares and disposes of an individual’s personal information. The General Data Protection Regulation and the Data Protection Act 2018 came into force on 25 May 2018. There has been a data protection act in some form or another in the UK for many years but the GDPR and DPA 2018 have been brought in to strengthen the rights of individuals, to allow for the many changes in online services, social media and new technologies that now handle our personal information and to bring about consistent legislation across Europe.

Under GDPR, CRCC is legally required to ensure that personal data is:

- Fairly, transparently and lawfully processed
- Processed only for specified purposes
- Adequate, relevant and limited to what is necessary
- Accurate and kept up to date

- Not kept for longer than is necessary
- Kept secure (both technically and procedurally)
- Not transferred outside of the EU without adequate protection

### **What is data processing?**

'Processing' refers to anything an organisation does with personal data: collecting, using, analysing, sharing and disposal.

### **Keeping you in control**

We want to ensure you remain in control of your personal information. Part of this is making sure you understand your legal rights, which are as follows:

- Be provided with privacy information whenever data is collected, which tells them about that processing.
- See what personal information an organisation holds about them, for what purpose, on what lawful basis, where it came from, who it will be shared with, and how long it is expected to be held for.
- Have errors or inaccuracies in their personal information corrected.
- Have excessive or irrelevant personal information deleted.
- Be forgotten – that is, to have all data held about them deleted (in most cases).
- Object to processing.
- Not have solely automated decisions made about them based on their data.

Please keep in mind that there are exceptions to the rights above and though we will always try to respond to your satisfaction there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please write to our Data Security Lead, CRCC, 2 Princes Street, Truro TR1 2ES or email [dataadmin@cornwallrcc.org.uk](mailto:dataadmin@cornwallrcc.org.uk)

### **How will we use the information about you?**

If you volunteer with CRCC, we need to collect information from you relevant to your role, as mentioned above. This will enable us to:

- **Ensure you are suitable for the volunteering role** you have chosen. This is a two-way process: we ensure the role is right for you and matches your skills, experience and interests; we also have a duty of care towards

staff, other volunteers and any clients/ service users we work with to ensure that our volunteers are appropriate to volunteer with them.

- **We will need to contact you** about your volunteering role – please let us know how you prefer to be contacted.
- **Support you effectively in your role** – by understanding any possible medical, psychological, disability or access needs, etc, we can adapt our support to help you carry out your role as long as you wish to volunteer. Similarly, if you have any dependants (children, family members, neighbours that you care for) we will do our best to accommodate other commitments.
- Enable us to contact a **named individual in the event of an emergency** that arises during your volunteering activity.
- Assess **possible training needs**.

### **How we protect your information**

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

- Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means).
- Storing paper documents securely in locked cupboards and destroying paper documents promptly when they are no longer needed.
- Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.
- We carry out regular data audits to ensure the quality and security of the data we hold.

### **When will we share information about you?**

We will never sell your personal data, and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed.

If you request that we refer you to a third party organisation we will only undertake this with your permission.

Under our agreement with other funders we will only share information as required by the agreement and where necessary only with your explicit consent.

Occasionally, where we partner with other organisations, we may also share information with them (for example, if you register to attend an event being jointly organised by us and another charity). We'll only share information when necessary and we'll make sure to notify you first.

### **How long will we hold your information?**

We will hold your personal information on our systems for as long as you are registered with us and/or where we are legally required to hold them for a specified time.

Where there is not a specified time period for retention in law or in official government guidelines, we follow best practice guidelines from the Information Commissioner's Office and carefully consider an appropriate retention period for the personal information we hold.

### **Marketing**

CRCC does not undertake unsolicited marketing and will not sell, rent or otherwise share your information to third parties for marketing purposes.

### **Profiling**

CRCC does not analyse your personal information for profiling purposes.

### **Data protection and your volunteering role**

It is essential that you as a volunteer understand that others you may come into contact with in your volunteering role also have the right to have their information kept secure. You may, in your role, have direct contact with other individuals or you may see written information about them. We hold our volunteers to same high standard as we do our staff when it comes to the security of personal information you may have access to.

To ensure you understand how to keep information secure, it is essential that you receive data protection training. Our Data Security Lead is able to provide face-to-face or online training for all staff and volunteers.

## **Questions?**

Any questions you have in relation to this policy or how we use your personal data should be sent to: [dataadmin@cornwallrcc.org.uk](mailto:dataadmin@cornwallrcc.org.uk) or addressed to The Data Security Lead, CRCC 2 Princes Street, Truro TR1 2ES

## **Complaints**

You can complain to CRCC directly by contacting our Data Security Lead using the details set out above.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK.

You can also contact them for independent advice about data protection, privacy and data sharing issues. You can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Tel: 0303 123 1113

Alternatively, visit [www.ico.org.uk](http://www.ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).