

Privacy Statement for St Helena Volunteers

Who we are

We are St Helena (Charity No. 280919, ICO registration no. Z7113713), a charity that helps local people face incurable illness and bereavement in the North Essex area. Our registered office address is:

Myland Hall, Barncroft Close, Highwoods, Colchester, CO49JU

Your Personal data

We process personal data relating to people who volunteer for us as part of our St Helena volunteer workforce or are otherwise engaged to volunteer for us such as work experience placements, corporate volunteers or temporary event volunteers. We do this to assist in the running of the organisation and to enable people to be volunteers. We have a duty of care to all volunteers and are committed to protecting their health and wellbeing.

What data do we collect about you?

We collect personal data about you when you volunteer so we can meet our regulatory and contractual obligations. This includes health and safety and processing information for statistical purposes.

The personal data we collect may include one or more of the following:

- Your name
- Home address
- Telephone number(s)
- E-mail address
- Date of birth
- Health conditions
- Emergency contact details
- Employment References
- Vehicle registration details if appropriate to your volunteer role
- Our correspondence with you
- Proof of ID / Proof of right to work/volunteer in the UK
- CCTV footage
- Any information you choose to share with us (such as information for statistical purposes)
- Information you may send to us or enter onto our website (such as speculative CV's or application forms)

- DBS certificate number and date, if appropriate for your role
- Copies of qualifications and professional registration numbers (e.g. NMC, GMC) if appropriate for your role

Our lawful bases for processing your personal data

Generally, we process your data on the basis of our Legitimate Interest under Article 6(1)(f) of the UK General Data Protection Regulation and Data Protection Act 2018 to pursue our charitable interests and provide a safe environment for our volunteers, patients, staff, and the public. Where we process data on health conditions, we do so according to Article 6(1)(c), our legal obligation to provide a safe working environment under the Health and Safety at Work (1974) and Article 9(2)(b) employment and social security and social protection, along with Data Protection Act 2018 Schedule 1, Part 1, paragraph 1 (a policy document outlining our safeguards is available on request).

Where we process your personal data for the purposes of safeguarding, we rely on the following lawful bases: Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest (safeguarding individuals at risk); Article 6(1)(f) – processing is necessary for our legitimate interests in ensuring the safety and wellbeing of vulnerable individuals; Article 9(2)(b) – processing is necessary for the purposes of carrying out obligations in the field of social protection; Article 9(2)(h) – processing is necessary for the provision of health or social care; and Data Protection Act 2018, Schedule 1, Part 2, paragraph 18 – safeguarding of children and individuals at risk.

What we do with your personal data

We have a data protection regime in place to oversee the effective and secure processing of your personal data. For more details, you may request our Information Governance Policy [900] and our Information Security Risk and Incident Management Policy and Procedure [412].

How we use the data we collect about you

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

- To process expressions of interest in volunteering
- To complete the volunteer recruitment process
- To enable us to deliver our services to you as a volunteer
- For our own internal administrative purposes
- For statistical purposes appropriate to our services
- To comply with relevant laws and legislation

How we share your personal data

We will only share your personal data with trusted third parties where it is necessary for the purposes described in this notice and where those parties have a legitimate need to access the information. These third parties are required to comply with data protection law and to keep your information secure and we impose contractual requirements to this effect where necessary. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your data for specified purposes in accordance with our instructions. These processors include IT service providers (e.g. Microsoft), agencies such as the Police, and the Disclosure and Barring Service.

Most of our data is processed in the UK; however, for the purposes of IT hosting and maintenance some of this information may be located on servers within the European Economic Area (EEA). We will not transfer data outside of the EEA without appropriate safeguards. We will never sell your data.

How long we keep it

We will hold your personal information in line with our People & Culture Data Retention Policy [344], which is available on request.

How we keep your personal information safe

We take the security and confidentiality of your personal data very seriously. All information is stored within secure electronic systems that are subject to robust technical and organisational measures. These systems are operated under formal data processing agreements to ensure compliance with the law.

Access to personal data is strictly controlled and limited to authorised staff who require it to perform their role. All staff are bound by a confidentiality agreement as part of their employment contract and receive regular training on data protection and information governance.

Our security measures include:

- Encryption of data in transit and at rest
- Role-based access controls
- Secure user authentication and password management
- Regular security updates and vulnerability management
- Monitoring and logging of access to sensitive data
- Policies and procedures for incident management and breach reporting

We ensure that any third-party systems used for processing personal data meet equivalent security standards and are governed by legally binding data processing agreements.

What are your rights?

You are able to exercise your data subject rights under the UK GDPR, including the right to know what data we hold about you, to correct inaccurate data, and to ask erase or stop processing data we no longer need.

If you wish to exercise your data protection rights, please contact your line manager. If you wish to complain about how we have handled your data, you can contact your line manager or our Data Protection Officer at dpo@sthelenahospice.org.uk who will investigate the matter.

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 Information Commissioner's Office (ICO) at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Changes to this policy

We may amend our privacy policy from time to time, so please check back every so often for updates. This policy was last updated December 2025.

DOCUMENT REVISION HISTORY:

Revision	Date	Description	Author	Approved
01	March 2018	Original	HR	
02	May 2020	Updated to include Covid-19 information	WM	HR
03	June 2022	Change of name to People & Culture	WM	N/A
04	December 2025	Clarification of lawful bases, added details of relevant policies, added section on data security	WM/DT	Head of Q&C