

Privacy Statement for St Helena Volunteers

This policy was updated in May 2020 to take account of the COVID-19 pandemic.

Who we are

We are St Helena (Charity No. 280919), 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 those who volunteer for us, or are otherwise engaged to volunteer for us, as part of our St Helena volunteer workforce. We do this is to assist in the running of the organisation and/or to enable individuals to be volunteers.

What data do we collect about you?

We collect personal data about you for volunteering purposes, with the aim of meeting the regulatory and contractual obligations to enable us to carry out our duties to you. This includes providing information for statistical purposes, and ensuring that all health and safety standards are successfully complied with.

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
- References
- Vehicle registration details if appropriate to your volunteer role
- Records of your correspondence with us
- 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)

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

Our lawful bases for processing this data.

Generally speaking, we process your data on the basis of our Legitimate Interest under Article 6(1)(f) of the General Data Protection Regulation 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 Schedule 1 condition 1 of the Data Protection Act 2018.

Also, for the duration of the COVID-19 pandemic, we will process volunteer medical information using the lawful basis of GDPR Article 6(1)(e) Public task. We do this to protect the health of our staff, volunteers, patients, and the public.

What we do with it

All the personal data we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information is located on servers within the European Union. No 3rd parties have access to your personal data. We will never sell your data.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. More information on this can be found as part of our policies on personal data.

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

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By law, we are allowed to process your data for one or more of these reasons:

- You have provided consent
- It is necessary for us to be legally compliant
- There is a legitimate interest for doing so

How long we keep it

We will hold your personal information for a period of 2 years after you leave your volunteering role in order to be able to provide references for individuals if requested.

More information on our retention schedule can be found in our Data Retention Policy.

What are your rights?

You are able to exercise your data subject rights under the 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 know 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 May 2020.