

Volunteer Privacy Notice

Touchstone is committed to protecting and respecting your privacy and keeping your information secure. This privacy notice describes how we collect and use your personal information during and after your working relationship with us, in accordance with the General Data Protection Regulation (GDPR). This notice applies to current and former employees and workers. This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time.

Touchstone is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to all current and former volunteers. This notice does not form part of any contract. We may update this notice at any time.

Information we hold about you

Personal information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). There are "special categories" of more sensitive personal data which require a higher level of protection.

We will collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, addresses, phone numbers, and email
- Date of birth
- Gender
- Next of kin and emergency contact information
- Start date as volunteer
- Location of volunteering
- Recruitment information (including references and other information including application form as part of the application process).
- Volunteering records (including volunteer agreement, placement details, supervision notes and training records).
- CCTV footage and other information gained through electronic means
- Photographs

We may also collect, store and use the following "special categories" information:

- Age, gender, disability, ethnicity, religious beliefs, sexual orientation
- Information about your health, including any medical condition and additional accessibility and / or support needs
- Information about criminal convictions and offences.

How we collect your information

We collect personal information about volunteers through the application and recruitment process, either directly from volunteers or from previous employers, as well as education and volunteering providers.

We may sometimes collect additional information from third parties including, credit reference agencies or other background check agencies, and may elect to conduct a search of your name and location (via a search engine such as Google by way of example only).

We will collect additional personal information during the course of volunteering activities throughout the period of you volunteering with Touchstone. We store personal data on a database only accessible to Touchstone staff on a need-to-know basis.

How we use your information

We must follow the rules of the law about how we look after your information and keep it safe. Most commonly, we will use your personal information in the following circumstances:

- Where we need to perform our role to support you as a volunteer.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party i.e. volunteer management) and your interests, and fundamental rights do not override those interests.
- Administering the volunteering contract we have entered into with you.
- Business management and planning, including accounting and auditing.
- Conducting performance reviews, managing performance and determining performance requirements.
- Making decisions about your recruitment or appointment as a volunteer.
- Making decisions about your continued role as a volunteer.
- Making arrangements for ending volunteering arrangements and placements
- Training and development requirements.
- Dealing with legal disputes involving you, or other employees, workers and contractors, including accidents at work.
- Information about your gender, age, disability or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity and diversity monitoring and reporting.
- Complying with health and safety obligations.
- To prevent fraud.
- To monitor use of our IT and communications ensuring compliance with policies.
- To ensure network and cyber security, including preventing unauthorised access systems and preventing malicious software distribution.
- To conduct data analytics to review and better understand employee retention and attrition.

We may also use your personal information in the following situations, which are rare:

- Where we need to protect your interests (or someone else's interests).
- Where it is needed in the public interest or for official purposes.

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

If you fail to provide certain information when requested, we may not be able to perform our role to support you as a volunteer, or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our volunteers).

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

We do not need your consent if we use special categories of your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent from us.

Information about criminal convictions

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where processing is necessary to carry out our obligations and provided, we do so in line with our safeguarding, confidentiality and data protection policies.

Less commonly, we may use information relating to criminal convictions where necessary in relation to legal claims, where it is necessary to protect your or someone else's interests, and you are not capable of giving your consent, or where you have already made the information public. We may also process such information about members or former members in the course of legitimate business activities with the appropriate safeguards.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of you working for us. We will use information about criminal convictions and offences to carry out risk assessments in accordance with the job requirements, safeguarding in order to ensure that the individual and service users/carers and other appropriate individuals are protected.

We are allowed to use your personal information in this way as we work with vulnerable people and we use this information to ensure we carry out our statutory, legal and safeguarding obligations.

How we look after your information

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 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. Details of these measures may be obtained from the Data Protection Officer.

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

Sharing your information

We may have to share your data with third parties, including third-party service providers, where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

We require third parties to respect the security of your data and to treat it in accordance with the law. All our third-party service providers 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.

We will share your personal information with others in Touchstone or relevant partners and organisations.

How long we keep your information

We will retain your personal information for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal, accounting, or reporting requirements. Once you are no longer an employee of Touchstone we will retain and securely destroy your personal information in accordance with our Document Retention and Access to Records Policy.

To determine the appropriate retention period, we consider the amount, nature, and sensitivity of the 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.

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.

You have the right to:

- **Request access** to your personal information ("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.
- **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.
- **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.
- **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 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.
- **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.
- **Request the transfer** of your personal information to another party.

- In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Data Complaints

You have the right to make a complaint at any time if you believe that Touchstone has infringed GDPR legislation because of the way your personal information has been handled.

Data complaints can be received in writing or verbally and must be sent to Information Governance. Touchstone reserves the right to verify the identity of the person making the complaint before processing the request or disclosing any information.

Complainants are expected to have exhausted organisational complaints processes prior to escalating matters to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Contact

The Data Protection Officer has responsibility for overseeing compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the below. 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.

- Phone: 0113 271 8277
- Email: InformationGovernance@touchstonesupport.org.uk
- Post: Touchstone House, 2-4 Middleton Crescent, Leeds, LS11 6JU

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

Please sign electronically here: <https://forms.office.com/e/HmHV5amizm>



I, _____ (name), acknowledge that on I
have received a copy of Touchstone's Volunteer Privacy Notice, and that I have read and
understood it.

Signed

Date