

Data Privacy Notice for Volunteers

1. Personal data

- 1.1. When you become a volunteer at the food bank, the food bank will keep some data about you. This is “personal data”, because it is about you as a particular person, and it can be linked to you.
- 1.2. The food bank is responsible for looking after your personal information. This is known as being a data controller and we are registered with the Information Commissioner's Office (registration number Z3439570).

2. What personal data do we hold?

- 2.1. The food bank will keep personal data about you in the following ways::

2.2. Initial contact information

This will record your name and contact details when you make contact with us about being a volunteer. This will usually be held as an e-mail in a NCFB e-mail account.

2.3. Application form you filled in to request becoming a volunteer

- 2.3.1. This records your name, address, contact details, next of kin, emergency contact, notes on health issues, availability, work experience or qualifications, if a DBS check was needed, and unspent criminal convictions. This will usually be held as an email attachment in an NCFB e-mail account but may also be held as a paper form.
- 2.3.2. Information submitted by email or on paper is uploaded to our volunteer management system, Assemble. The original email or paper form is then deleted / destroyed

2.4. References

Two references are only sought once an initial assessment of your suitability as a volunteer has taken place. Regardless of how we receive these references (e.g. via telephone call, email, or letter), they are then reviewed by the NCFB team. If they are either entirely positive or contain adverse information which would not, in the view of the NCFB team, preclude you from becoming a volunteer, then the information contained within them is uploaded onto your record on Assemble and any emails are deleted and hard copy letters destroyed. If they contain adverse information which does, in the NCFB team's assessment, preclude you from becoming a

Registered Charity No: 1181310 | Reg in Eng. & Wales

volunteer, or there is another reason that you are not taken on as a volunteer, then any emails are deleted and hard copy letters are destroyed.

2.5. Volunteer Assemble record

If you are taken on as a volunteer, this holds your name, address, contact details, next of kin, emergency contact, notes on health issues, if a DBS check was needed, and a space for notes. Your application form and references will be uploaded to Assemble. In the event of a grievance, accusation or disciplinary matter, this will be recorded in Assemble.

2.6. Annual survey of volunteers using Peakon

If you enter personal data into that survey we may have access to that data for 12 months. You do not need to enter personal data to take part in the Peakon survey. You can read more about how Peakon protects your data and keeps your answers confidential at <https://support.peakon.com/hc/en-us/sections/360005129900-Answering-Surveys>

2.7. Claiming of expenses

If you claim expenses linked to your volunteering (e.g. mileage allowance for collecting / delivering food) we will also hold your bank details so we can make payments to you. This information will be kept for six years plus the current year after you leave. This is so we can prove that our accounts are correct, and that we have made the right payments.

2.8. Application to become a trustee

2.8.1. If you apply to join us as a Trustee we will also hold an interview form which holds details including but not limited to your name, your previous work experience and qualifications, any health issues you tell us about and associated adjustments required along with an assessment of your suitability for the role.

2.8.2. If you are successful in your application to join us as a Trustee we will also hold a 'Register of Interests' form. This includes details of business interests, other trusteeships and membership of other organisations where you have a position of general control or management. This register is updated annually and held in a Google Drive with access restricted to Trustees

2.9. This is the only data the foodbank will usually hold about you¹. We do not get data about you in any other way.

¹ In a limited number of situations a role may require you to apply for a basic Disclosure and Barring Service (DBS) check to get a copy of your criminal record. This check will only show convictions that are not 'spent'.

3. How is your personal data kept safe?

- 3.1. Your data is kept in the Assemble Volunteer Management System. Assemble is a cloud based platform that is used to store personal data about volunteers and help us manage compliance with GDPR. You can read more about how Assemble protects your personal data at <https://www.goassemble.com/our-approach/>
- 3.2. Information regarding trustees is kept on a separate Google Drive which only trustees[?] have access to.

4. What is your data used for?

- 4.1. Your data is only used for purposes directly relating to your volunteering, particularly:
 - 4.1.1. To work out the best volunteer opportunities for you
 - 4.1.2. To contact you about your volunteering, if we need to
 - 4.1.3. To make sure you get the right medical care, if you are taken ill when volunteering
 - 4.1.4. To contact the right person, if you have an accident or are taken ill when volunteering
 - 4.1.5. To know that you have signed a confidentiality agreement, have been told about health and safety, and/or have given permission to be photographed
 - 4.1.6. To invite you to take part in the annual Peakon survey of volunteers

5. Does the foodbank have a right to your data?

- 5.1. Under Data Protection legislation, the foodbank needs to have a “lawful basis” for keeping your data, and for using it. There are several types of “lawful basis”. One of them is called “legitimate interest”.
- 5.2. When you become a volunteer, you undertake to play your part as a volunteer; we undertake to look after you, and other people, properly. To do this, we need to hold data about you. That is why the lawful basis for holding your data is “legitimate interest”.
- 5.3. If we keep your information on file for 12 months due to not having a volunteering position immediately available for you, then the lawful basis for keeping this information is your consent.

6. Who can see your data?

- 6.1. Who has access to your data depends on the volunteering role you fulfil. If you volunteer in the outlets or at the warehouse, the only people who have access to your data are the project manager, assistant manager, and your line manager (sometimes called your ‘supervisor’). If you are a trustee, then additional information about you, as specified above, can be seen by other trustees. We are as careful as possible to make sure no one else has access to your data.

7. How long will your data be kept?

- 7.1. If you join NCFB as a volunteer your information is transferred to our volunteer management system, Assemble. This information is kept while you continue volunteering with us. When you cease to be a volunteer your personal information is deleted. Some anonymised information e.g. how long you volunteered for, reasons for leaving, is kept for 12 months for statistical purposes.
- 7.2. If we are unable to offer you a volunteer role immediately your application will be kept in a password protected NCFB e-mail account on Google desktop so that we can contact you if a suitable position becomes available. This information is kept for up to twelve months unless you tell us before then that you do not want to volunteer.
- 7.3. With your consent we will keep your name and e-mail address so we can notify you of other activities and news from NCFB. Please see our 'Supporters' Privacy Notice for further information about this.
- 7.4. We will remove your contact details from our e-mail accounts unless you specifically ask to remain in touch with NCFB news and activities.
- 7.5. . We may keep records of any grievance, dispute or accusation for up to six years.
- 7.6. If you made or were the subject of a safeguarding inquiry personal data in the incident reports is retained for 75 years after last contact with the person who is subject of the disclosure.

8. What rights do you have?

- 8.1. You have a number of rights under Data Protection legislation including (but not limited to):

8.2. Right to be know what data we hold

You have a right to know what personal data we hold about you. This Data Privacy Statement describes the data that we will hold. But you can ask if we have any other data about you which is not covered by this Data Privacy Statement.

8.3. Right to have a copy of the data we hold

You can ask for a copy of the data we hold about you. This is called a "subject access request". If you make a "subject access request", we will give you a copy of all the data we hold about you. When asked we must provide this information within 30 days. That period may be extended by two further months where necessary, taking into account the complexity and number of the requests. The information provided must not include anyone else's personal information unless we have their consent.

If it helps, we will give you the data in a computer file.

8.4. Right to object

You can object if you think we are using your data in the wrong way. You can also object if you think we don't have "lawful grounds" for using your data. We will give you a statement explaining why we use your data and explaining the "lawful grounds".

If you are still not happy, you can complain to the Information Commissioner's Office.

If we find we are using your data in the wrong way, we will stop immediately and stop it happening again.

8.5. Right to have your data corrected

If you think there is a mistake in your data, please tell us. You have a right to have it corrected.

We may need to check what is the correct data, but will correct any mistakes as soon as possible.

8.6. Right to be forgotten

We promise to remove your data when it is no longer needed as detailed in [Section 7](#) above, except where it is part of our records of a safeguarding inquiry. You have a right for this to happen, because we don't need to keep your data any longer than six years.

8.7. Finally, if anything happened to your data that could be a risk to you, we will do our best to tell you.

9. Who can you speak to if you have questions?

9.1.1. If you have questions about your data, and what we do with it, you should contact the foodbank project manager:

Kevin Carden, info@northcotswold.foodbank.org.uk 07879 375 562