

# Privacy Notice for Volunteers

## 1 – Scope

This Fair Processing Notice (“Notice”) describes how Weldmar Hospicecare collects and uses personal information relating to its volunteers.

## 2 – Aims

This notice tells you what personal information Weldmar Hospicecare collects about its volunteers, why we need it, how we use it and what protections are in place to keep it secure.

## 3 – Key Terms

“Weldmar”, “we”, “our” and “us” mean Weldmar Hospicecare.

“You” means present and past volunteers and people connected to them (such as the person you nominate to contact in emergency).

“Personal Information” means information about you and from which you could be identified, including information which may be protected under the privacy or data protection laws of the United Kingdom.

## 4 – Privacy at Weldmar Hospicecare

### It is our policy to:

- Process your personal information fairly and in accordance with applicable laws;
- Tell you (either directly or in our policies) about how we will use your personal information;
- Only collect personal information from you when we need it for legitimate purposes, or legal reasons;
- Ensure that your personal information is adequate, relevant and not excessive for the purpose for which we collect it;
- Not keep your personal information for longer than we need to;
- Keep your personal information secure, and limit the people who can access it;
- Ensure that you know how to access your personal information and exercise your rights in relation to it, including being able to keep it accurate and up to date; and
- Ensure that any third parties we share your personal information with take appropriate steps to protect it.

We collect and use different types of personal information about you, depending on your circumstances, your role and the law, which may include:

<b>Types of Information</b>	<b>Examples</b>
	Please note that the examples are illustrative and non-exhaustive
<b>Information about you:</b>	Name, address, date of birth, marital status, nationality, race, gender, any online identifier such as an IP address, religion, and preferred language, details of any disabilities, medical or health conditions, work restrictions/or required accommodations.
<b>Information to contact you whilst on volunteer duty with us or home:</b>	Name, address, telephone and e-mail address
<b>Information about who to contact in case of emergency (yours or ours):</b>	Name, address, telephone, e-mail address and their relationship to you.
<b>Information to identify you:</b>	Photographs, passport and/or driving license details, electronic signatures.
<b>Information about your suitability to volunteer with us:</b>	References, interview notes, ID information such as passport details and driving licence information, records/results of pre-volunteering checks, including criminal record checks.
<b>Information about your skills and experience:</b>	Application forms, past employment or volunteering history, references, records of qualifications, skills, training and other compliance requirements.
<b>Information about your volunteering commitment with Weldmar Hospicecare:</b>	Letters of offer and acceptance referring to volunteer role guidelines, which sets out responsibilities, boundaries, confidentiality, and personal commitment.
<b>Information that we need to provide you with support and awards:</b>	Length of service information, periods of absence taken including holiday, sickness, compassionate and the reasons for the absence.
<b>Information to allow you to access our buildings and systems:</b>	Computer or facilities access and authentication information, identification codes, passwords, photographs, video images.
<b>Information relating to code of conduct or complaints:</b>	Details of any issues in which you have been involved, interview/meeting notes or recordings, correspondence and any warnings issued
<b>Information relating to your travel, driving and out of pocket expenses:</b>	Bank account details, driving licence, MOT, tax disc and car insurance details.

## 5 – Why do we need to collect your personal information?

We need to collect and use your personal information for a number of purposes. These may include:

<b>Purposes for which we need your personal information:</b>	<b>Examples</b>
<b>Recruitment.</b>	<p>Please note that the examples are illustrative and non-exhaustive.</p> <ul style="list-style-type: none"> <li>• To assess your suitability to volunteer for Weldmar;</li> <li>• To perform matching to volunteer vacancies;</li> <li>• To conduct screening, assessments and interviews;</li> <li>• To maintain a library of correspondence;</li> <li>• To make offers and send correspondence;</li> <li>• To conduct pre-volunteering checks, including carrying out criminal record and health checks where applicable</li> </ul>
<b>People Services (“HR”), finance and other business administration purposes.</b>	<ul style="list-style-type: none"> <li>• Renewal of professional memberships &amp; qualifications; legal documentation for drivers</li> <li>• Disclosure &amp; Barring Service (DBS) renewals (passport, driving licence, national insurance number)</li> <li>• Workforce development, training and certification;</li> <li>• Performance management;</li> <li>• Problem resolution, including carrying out internal reviews, grievances, investigations, audits;</li> <li>• To conduct business reporting and analytics;</li> <li>• Injury and illness, including the To provide support and case management;</li> <li>• To communicate with you (volunteer newsletter, invitation to volunteer events, volunteer vacancies and projects) and to facilitate communication between you and other people;</li> <li>• Compliance and compliance reporting, including conflict of interest and gifts and hospitality reporting;</li> <li>• To provide references on request for current or former volunteers</li> <li>• Risk management</li> <li>• Project management; and</li> <li>• Volunteer training and quality purposes</li> <li>•</li> </ul>
<b>Security Purposes</b>	<ul style="list-style-type: none"> <li>• Physical access control;</li> <li>• Authorising, granting, administering, monitoring and terminating access to use of Weldmar’s facilities, records, property and infrastructure including communications services such as business telephones and email, internet use;</li> <li>• CCTV; and prevention and detection of crime.</li> </ul>
<b>Information Technology administration purposes (“IT”)</b>	<ul style="list-style-type: none"> <li>• IT systems access control and use monitoring;</li> <li>• IT fault reporting, management and resolution;</li> <li>• Systems administration, support, development, management and maintenance.</li> </ul>

<b>Legal purposes</b>	<ul style="list-style-type: none"><li>• To comply with our legal obligations;</li><li>• To respond to and defend legal claims.</li></ul>
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## **6 – How do we protect your personal information?**

Your information may be shared internally for the purposes of the recruitment exercise and ongoing volunteering with us. This includes People Services, the recruiting line manager, other managers involved in the recruitment and selection process and external providers such as IT staff if access to the data is necessary for their roles.

We have security arrangements in place to guard against unauthorised access, improper use, alteration, destruction or accidental loss of your personal information. You are required to help with this by ensuring that your own personal information and that of your colleagues and third parties are kept secure. You should not share your (or anyone else's) personal information unless there is a genuine business reason for doing so.

We take appropriate organisational and technical security measures and have rules and procedures in place to ensure that any personal information we hold on computer systems is not accessed by anyone it shouldn't be.

We will not share your data with third parties unless your application for volunteering is successful. We will then share your data with people you have nominated to obtain references for you, the Disclosure and Barring Service to obtain necessary criminal record checks and occupational health services for pre-volunteering medical checks.

When we use third party organisations to process information on our behalf we ask them to demonstrate their compliance with our security requirements, and any instructions we may give them and their compliance with relevant data protection legislation throughout the time they are contracted with Weldmar Hospicecare. These organisations take their instructions from us and their obligations with regard to what information they process and what they can do with it are agreed in the contracts we have with them.

## **7 – How long do we keep your information?**

If your application for volunteering is unsuccessful, we will hold your data on file for six months after the end of the relevant recruitment process. If you agree to allow us to keep your data for a longer period for consideration for future volunteering opportunities, we will do this with your consent. At the end of that period, or once you withdraw consent if this period has been extended; we will delete or destroy your information.

If you are successful in the recruitment process and you are offered volunteering with us, the personal data we gathered during the recruitment process will be transferred to your volunteer file and kept during your time volunteering with us.

We have a retention schedule which specifies how long your data is held after you cease volunteering with us.

For further information on how we store your data and our retention periods, please refer to the Volunteer Toolkit. This can be accessed via your line manager, on the intranet, from People Services or via email to [volunteer@weld-hospice.org.uk](mailto:volunteer@weld-hospice.org.uk)

## **8 – How can you request access to the personal information Weldmar Hospicecare holds about you?**

If you have any questions about the personal information that we hold about you we suggest that you speak to your line manager or People Services in the first instance.

You have the right to:

- access and obtain a copy of your data on request
- require us to change incorrect or incomplete data
- require us to delete or stop processing your data where it is no longer necessary
- object to the processing of your data if you believe we do not have legal grounds to do so.

To make an access request, please send a request in writing, to:

People Services - Volunteers,  
Hammick House,  
Bridport Road,  
Poundbury,  
Dorchester  
DT1 3SD.

Alternatively, send your request via email to [volunteer@weld-hospice.org.uk](mailto:volunteer@weld-hospice.org.uk). We will respond with the information you have requested within one calendar month of receipt.

### **Future changes to our privacy policy**

From time to time it might be necessary to make changes to our privacy policy. Any updates will be indicated on this policy and this will provide the most up to date and accurate information. If we make any significant changes to how we use your data, we may contact you directly as well as making changes clear on this document.