



# Volunteer Privacy Policy



## November 2020 Version 1.0VPP

As a volunteer at the ABC Animal Sanctuary you are an integral part of the work we undertake to rescue and care for animals in need.

This is our Volunteer Privacy Policy, relating to how we collect and process personal information relating to you in your role as a volunteer, which enables us to engage and support you in all that you contribute as a volunteer. We are committed to being transparent about how we collect and use your information and in meeting our data protection obligations.

## What information do we collect?

We collect and process a range of information about you. The type of information that we collect depends on the volunteer role(s) you are carrying out and may include all or some of the following personal data:

- your name, address, email address, contact number and date of birth;
- details of your skills and experience;
- details of your emergency contacts;
- your availability to volunteer;
- details of any unspent convictions where relevant for the role;
- medical or health conditions, including whether or not you have a disability for which we need to make reasonable adjustments;
- equal opportunities monitoring information, including information about your race, ethnic origin, gender, age, religion or belief, sexual orientation and whether you consider yourself to have a disability. Providing this information is optional, and any information you choose to provide will be made anonymous;
- details of any concerns or complaints raised in line with the 'Dealing with Problems Policy and Procedure' which covers how we deal with and address any concerns that yourself or others may raise. You can view this policy and other volunteer policies within the volunteering section of our website
- details of referees and the contents of the information that they provide
- your general health

We collect this information in a variety of ways. For example, information is collected through application forms, CVs or resumes; from forms completed by you at the start of or during your time volunteering with us and from correspondence with you.

Information is stored in a range of different places, for example via email, our Shelter Database system and sometimes in paper form where a volunteer has expressed an interest in volunteering via this channel. Where volunteer information (such as application forms or health & safety assessments) is in a paper format, this information will be scanned and stored securely.

## Why do we process your information?

We need to process your information to ensure that volunteering with us is a positive experience and to encourage mutual understanding about what your volunteer opportunity entails.



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In other cases, we have a legitimate interest in processing personal information before, during and after your time as a volunteer with us. Processing your information allows us to:

- run recruitment processes
- maintain accurate and up-to-date records and contact details including details of who to contact in the event of an emergency. You will need to inform your contact that you have provided us with their details;
- make sure that any concerns or complaints raised are dealt with in a fair manner and in line with the 'Managing Problems Policy and Procedure'
- ensure that we comply with our safeguarding and data protection obligations;
- obtain occupational health advice to ensure that we comply with duties concerning individuals with disabilities and meet our obligations under health and safety legislation
- ensure effective general volunteer and business administration; ensure your security and that of other volunteers and those working with us; and maintain and promote equality.

In all cases, we balance our legitimate interests with your rights as an individual and make sure we only use personal information in a way or for a purpose that you would reasonably expect in accordance with this Volunteer Privacy Policy.

## Who has access to your information?

Your information will be shared with our organisations volunteer lead and your team leader and other ABC Animal Sanctuary staff who work directly with volunteers. Your information is stored in our Shelter database system, data management systems, and our IT management systems, including email and Excel. Specific information relating to your role as a volunteer is only accessible by staff within ABC Animal Sanctuary who manage volunteers, work within this area, or maintain our systems on the IT side.

We will only share your data where we have a legal obligation to do and/or in compliance with our Safeguarding obligations. Where a legal request is submitted to us, we will comply as required.

We will not share your information with any 3<sup>rd</sup> party or organisation.

## How do we protect your information?

We take the security of your information seriously. We have internal policies and controls in place to try to ensure that your information is not lost, accidentally destroyed, misused or disclosed, and is not accessed except as required in the context of volunteer management.

## For how long do we keep your information?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal or reporting requirements.



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When you apply to volunteer, we keep your information in our secure Shelter database. If you stop volunteering with us, remove and delete any information held by us. Should you wish to return as a volunteer, you will need to complete a new application at that time.

## What if you do not provide personal information?

You are under no obligation to provide us with personal information but if you do not provide us with certain information, such as your details and contact information, we may not be able to comply with our legal obligations. For example, those relating to safeguarding and health and safety.

## Rights of access, correction, erasure, and restriction

### Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and up to date. Please keep us informed if your personal information changes during your relationship with us.

## Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "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 (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest and there is something about your particular 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.

If you want to review, verify, correct or request the erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer at [dataprotection@abcanimalsanctuary.co.uk](mailto:dataprotection@abcanimalsanctuary.co.uk) in writing.



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## What we may need from you

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.

## Right to withdraw consent

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. To withdraw your consent, please contact the Data Protection Officer at [dataprotection@abcanimalsanctuary.co.uk](mailto:dataprotection@abcanimalsanctuary.co.uk). 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.

## Data Protection Officer

We have appointed a Data Protection Officer to oversee compliance with this Volunteer Privacy Policy. If you have any questions about this Volunteer Privacy Policy or how we handle your personal information, please contact the DPO at [dataprotection@abcanimalsanctuary.co.uk](mailto:dataprotection@abcanimalsanctuary.co.uk). 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.

## Updating this Volunteer Privacy Policy

We will keep it under review and may make updates from time to time. If we make any significant changes to this policy, we will provide you with a new Volunteer Privacy Policy. We may also notify you in other ways from time to time about the processing of your personal information.

\*'Us' or 'we' refers to the registered charity Alexandra Bastedo (Champions) Animal Sanctuary (details below).

Document Control		
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V1.0VPP	Board Approved	29/10/2020