

# Volunteers Privacy Notice



## Your personal data – What is it?

Personal data relates to a living individual who can be identified from the data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by [the General Data Protection Regulation 2016/679 (the "GDPR")<sup>1</sup>].

## Who are we?

Newarka and Sherwood CVS is the data controller. This means it decides how your personal data is processed and for what purposes. We take your privacy seriously and will only use your personal information to administer your account and to provide the Service(s) you requested from us.

At Newark and Sherwood Volunteer Centre (a Service provided by the registered charity Newark and Sherwood CVS, Castle House, Great North Road, Newark, Notts, NG24 1BY, 01636 679539. Charity Number 101581 and Company Limited by guarantee no. 2693602) we abide by our obligations under the Data Protection Act (1998) and EU General Data Protection Regulation (GDPR).

Newark and Sherwood CVS is registered with the Information Commissioner's Office <https://ico.org.uk/> (Supervisory Authority).

## Privacy Notice (Short Version)

- We take your privacy and personal data seriously and ensure its securely processed
- Keep your login details confidential and change your password if necessary
- You have Rights to see your data, update it, withdraw etc
- When you 'Register your interest' in an opportunity, we will forward your details to the opportunity provider. The only information the provider will see is: Name; First half of the postcode; Skills, interests, activities; Personal profile and Availability
- The Volunteer Centre may occasionally email you, information or news around volunteering.

## Privacy Notice (Long Version)

### Your Rights

#### If You do not Provide Consent

If you do not wish to provide your consent and personal information to the Service then please contact Newark and Sherwood CVS ON 01636 679539 Tel No 01636 0679539 or email [volbureau@nandscvs.org](mailto:volbureau@nandscvs.org), to enable them, to help you search for suitable opportunities.

#### Withdrawing your Consent

If you wish to later withdraw your consent, please email [volbureau@nandscvs.org](mailto:volbureau@nandscvs.org) or telephone 01636 679539 to make this request.

---

<sup>1</sup> At the time of going to press the new Data Protection Bill, which incorporates the GDPR into national law, has started its journey through parliament. The final form of this legislation is not yet known, we have therefore referred to the GDPR as the relevant legislation.

## Subject Access Request

If you wish for a copy of the information we store about you please telephone 01636 679539 and ask for a Subject Access Request form.

You can also put in writing a request. Please contact:

Newark and Sherwood CVS, Castle House, Great North Road, Newark, Notts, NG24 1BY  
Email: [information@nandscvs.org](mailto:information@nandscvs.org)

Newark and Sherwood CVS will then provide you with a Subject Access Request Form to complete and enable Newark and Sherwood CVS to provide the information you request.

## Deactivating Your Account

If you want to deactivate or disable your account please let us know by contacting telephone no. 01636 679539 or email [volbureau@nandscvs.org](mailto:volbureau@nandscvs.org).

## Deletion of Your Account

If you want to delete your account please let us know by contacting telephone no. 01636 679539 or email [volbureau@nandscvs.org](mailto:volbureau@nandscvs.org).

We will also remove your details if we are unable to contact you or you do not confirm your email address.

## How long we keep your Data

If you wish for your data to be erased please email [volbureau@nandscvs.org](mailto:volbureau@nandscvs.org) or telephone 01636 679539 and make this request.

Your personal details are removed from our database if you have not used your account for over 2 years.

## Your Password

When you register with our Service we ask you to choose a password. This allows you to login to the site. As your password controls your access to the site, you should not share it with anyone else. If you believe that your password is known by another person, you should change your password immediately. For your own security, you should also remember to log out when you finish using the Service. Newark and Sherwood CVS cannot and will not be liable for any loss or damage arising from your failure to comply with this Section.

## Your Personal Data Rights

1. **Right of Access**  
Access to your personal data. Please see the section Subject Access Request
2. **Right to Erasure**  
Withdraw your consent from the Service. Please see the section How Long we keep your Data
3. **Right to Data Portability**  
On request we will provide your personal data to you, in a CSV format
4. **Right to be Informed**  
How your data is processed is explained in this Privacy Notice

5. **Right to Rectification**  
To have personal data rectified if it is inaccurate or incomplete
6. **Right to Restrict Processing**  
To suppress further processing of your data
7. **Right to Object**  
To processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling)  
To object to receive marketing/emails
8. **Rights related to Automated Profiling**  
Not to be subject to a decision when it is based on automated processing or it produces a legal effect or a similarly significant effect on the individual.

## The Service we Offer

We offer user registration to make it as easy as possible for you to apply online for volunteering opportunities.

When you 'Register your interest' in an opportunity, we will forward your details to the opportunity provider.

If the opportunity is advertised by an opportunity broker (such as a Volunteer Centre), your details may be sent to both the broker and the organisation hosting the opportunity in order to take your application forward.

**The information the opportunity provider (the organisation hosting the opportunity) will see about you is:**

- Name
- First half of the postcode
- Skills, interests and activities
- Personal profile
- Availability
- Email address – The opportunity provider will only see this once you have confirmed interest in an opportunity

**The opportunity broker (Newark and Sherwood Volunteer centre) holds all your information**, to allow you to apply for another opportunity without having to complete a new form. This information is held securely on our database system.

The opportunity broker might forward your details to the organisation hosting the opportunity in order to take your application forward. Otherwise, the information will never be passed on to a third party without your permission unless we are legally obliged to do so.

We will supply you with contact details for the organisation that your application is sent to. We are not responsible for the privacy policies and practices of other organisations you deal with or websites that you visit.

You can choose to be searchable in our Volunteer Bank or you can choose to opt out of this and only be seen by organisations when you have registered an interest in their opportunity.

## Why we ask for your Date of Birth

We ask for your date of birth for a number of reasons, which help us that provide volunteering opportunities:

- Not all volunteering opportunities are open to all age groups (e.g. some are specifically for young people or older people and many organisations cannot involve volunteers under the age of 16 etc) so it helps our partners place volunteers in appropriate opportunities;
- Our partner Newark and Sherwood CVS need to ensure that they are involving all sections of their community and have to demonstrate this to their funders so they require date of birth to be included in the registration process. By supplying it here it means it is transferred directly on to the partner's database;
- It helps us monitor who is using Volunteer Connect. We have a stated aim of ensuring that we are reaching all sections of society.

Age discrimination laws do not currently apply to volunteering opportunities.

## Organisations that Advertise Opportunities

Organisations that register with Volunteer Connect have to agree to the Organisation's Terms and Conditions to advertise volunteering vacancies and they do this by making the following commitment:

### 1. Volunteering is open to everyone

Volunteers from all backgrounds are welcomed

### 2. Out of pocket expenses are paid\*.

\* We encourage applications from small groups so if you are a group without paid staff and don't have a budget to pay expenses you can still apply.

### 3. Recruitment of volunteers is fair and prompt

Volunteers are contacted promptly and requirements are appropriate for each role. Responsibility for recruiting and selecting volunteers remains with your organisation, not with the Volunteer Centre.

### 4. Induction and training.

Training needs for each role are identified and volunteers receive the necessary induction and training to do their role.

### 5. Support and supervision

A named person ensures ongoing support appropriate to the role.

### 6. Insurance, health and safety, safeguarding and other legal requirements are met

The physical and emotional risks of volunteering are identified, minimised and covered by Health and Safety checks, risk assessments and adequate insurance. This includes as a minimum:

- Public liability insurance
- Employers liability insurance
- Safeguarding policy (if working with children or vulnerable adults)
- DBS checks (if required) are completed in line with current guidelines

## Why we ask for personal information e.g. Date of birth, gender, ethnicity, disability

We ask for information about disability and ethnicity to help us, the opportunity provider with equal opportunities monitoring. This is important data for us to collect, so we can demonstrate we are reaching all sectors of the community and demonstrate our commitment to equal opportunities. When we compile this data, it is done anonymously. **By choosing to submit this information you consent to the processing of this information by us and these organisations.**

Information you provide is also collated and provided anonymously to help us to demonstrate our impact to funders and develop our Service to further meet users' needs.

### **Cookies Policy**

Please see information on our Cookie Policy on our website.

### **Complaints Procedure**

Any queries regarding your account or if you wish to make a complaint about the Service please contact the Volunteer Centre Coordinator on 01636 679539. Every effort will be made to resolve your issue.

If you have concerns about how your data is being handled you can contact the Information Commissioner's Office (Supervisory Authority) contact details at <https://ico.org.uk/concerns/> or call the helpline on 0303 123 1113.