



Privacy Notice for volunteers

PRIVACY NOTICE

How your information will be used

1. As a place where you volunteer, be this as a Board member, student placement or unpaid training placement, RAISE needs to keep and process information about you for normal volunteer purposes. The information we hold and process will be used for our management and administrative use only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are volunteering for us, at the time when your volunteering ends and after you have left. This includes using information to enable us to comply with the volunteer contract, to comply with any legal requirements, pursue the legitimate interests of the Charity and protect our legal position in the event of legal proceedings. If you do not provide this data, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.
2. As a charity “providing outstanding specialist services for individuals incorporating benefit advice, representation, debt and money management that are accessible at the point of need and empower people to achieve a better standard of living” activities, we may sometimes need to process your data to pursue our legitimate business interests, for example to prevent fraud, administrative purposes or reporting potential crimes. We will never process your data where these interests are overridden by your own interests.
3. Much of the information we hold will have been provided by you, but some may come from other internal sources, such as your line manager, or in some cases, external sources, such as referees.
4. The sort of information we hold includes your application form and references, your contract for volunteering and any amendments to it; correspondence with or about you, for example letters to you about travel expenses; contact and emergency contact details; records of holiday, sickness and other absence; information needed for equal opportunities monitoring policy; and records relating to your career history, such as training records, appraisals, supervisions and, where appropriate any performance issues.

5. You will, of course, inevitably be referred to in many company documents and records that are produced by you and your colleagues in the course of carrying out your duties and the business of the company. You should refer to the Data Protection Policy which is available within the Staff Handbook.
6. Where necessary, we may keep information relating to your health to enable us to support you better within your volunteering opportunity. This information will be used in order to comply with our health and safety obligations.
7. Where we process special categories of information relating to your racial or ethnic origin, political opinions, religious and philosophical beliefs, trade union membership, biometric data or sexual orientation, we will always obtain your explicit consent to those activities unless this is not required by law or the information is required to protect your health in an emergency. Where we are processing data based on your consent, you have the right to withdraw that consent at any time.
8. In addition, we monitor computer, telephone/mobile use, as detailed in our Acceptable use of Raise IT facilities Policy available within the Staff Handbook.).
10. We may transfer information about you to other group companies for purposes connected with the management of the charities business.
11. In limited and necessary circumstances, your information may be transferred outside of the EEA or to an international organisation to comply with our legal or contractual requirements. We have in place safeguards to ensure the security of your data. A copy of the safeguards can be obtained from Information Security Policy in the Staff Handbook.
12. Your personal data will be stored for a period of six years from the date you are no longer volunteer with us.
13. If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that purpose and any other relevant information.

Your rights

14. Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.
15. If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

16. You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA 18 with regard to your personal data.

Identity and contact details of controller and data protection officer

17. RAISE is the controller [and processor] of data for the purposes of the DPA 18 and GDPR.

18. If you have any concerns as to how your data is processed you can contact:

Emma Cook, Chief Officer at ecook@raiseadvice.org.uk

Linda Daley at ldaley@benefitsadviceteam.co.uk or you can write to these individuals using the address of:

Raise,
286 Scotland Road,
Liverpool,
L5 5AE

Please complete the details below to confirm that you have read and understood the above.

Full Name _____

Role _____

Date _____

Signature _____