

## Volunteering Privacy Notice

This privacy notice is intended to let you know how and why we use the data you provide to us. You don't need to do anything – but please read this notice carefully.

### 1. Who we are

Katharine House Hospice (“the Hospice”) is a registered charity number 297099 and a company limited by guarantee in England and Wales number 213391. Registered office Aynho Road, Adderbury, Banbury, OX17 3NL.

We are committed to protecting your privacy and will only use personal data that we collect in line with all applicable laws, including the Data Protection Act 2018.

### 2. What data do we collect about you?

We collect the following data about all volunteers:

- Address
- Telephone number(s)
- E-mail address
- Emergency contact information
- Reference information
- Equality & Diversity monitoring information
- Records of your correspondence with us

For some Volunteer Roles we also collect:

- Relevant information to process a DBS application including copies of ID documents
- DBS certificate number and date
- Details of criminal convictions
- Vehicle registration, driving licence and insurance details
- School information (for work experience/Duke of Edinburgh volunteers)
- Copies of relevant qualifications, insurance certificates and professional registration numbers

### 3. How we use the data we collect about you?

We use your personal data in the following ways:

- To process volunteer enquiries and expressions of interest
- To complete the volunteer recruitment process
- To support your ongoing volunteering relationship with us
- To enable your supervisor to contact you (usually via phone or email)
- To allocate clients or patients to you (for some roles)
- To send you information linked to your volunteering at the Hospice, for example our volunteer newsletter, communications about the Volunteer Forum and information about volunteering opportunities & events.
- For our own internal administrative purposes
- To carry out research and surveys about our services
- To analyse internal volunteering trends and processes
- To comply with applicable laws and regulations.

In addition volunteers may choose to be contacted as supporters in which case the Supporter privacy notice will also apply.

By law we're allowed to process your data for one or more of these reasons:

- you have given consent
- it is necessary for us to be legally compliant
- there is a legitimate interest to do so (i.e. to communicate with you about your role as a volunteer)

We will never share, swap, rent or sell your data to third parties for marketing purposes.

Sometimes we need to share information with authorised people or organisations. We only provide authorised parties with the data they need to deliver relevant services and ensure they have the same or equivalent securities and confidentiality processes.

We routinely upload volunteer email addresses to Mailchimp to enable us to send newsletters and we share contact details for Health Walks volunteers with Walking for Health as part of our partnership with them.

We will always keep your data secure and confidential. However, disclosure may be required by law, for example to government bodies and law enforcement agencies.

#### **4. How we protect and keep your data?**

We don't keep your data for longer than is necessary for the purposes for which it is used. If you apply, but don't become a volunteer we will keep your data for 6 months. If you become a volunteer then leave, we will keep it for 12 months.

If you tell us not to contact you, we will update our records accordingly.

We have security procedures, rules and technical measures to protect your data. Your data will be kept in a secure environment with access restricted on a need to know basis.

Personal data is not transferred to a country or territory outside the European Economic Area. When using websites owned by other organisations to communicate with us, such as Twitter or Facebook, you should check their privacy policies/notices.

#### **5. How do you update your personal data?**

We want to make sure that your personal data is accurate and up to date. Please let us know if your details change. We may use publicly available sources to keep your records up to date e.g. checking your postcode is correct using the Royal Mail postcode lookup facility.

To update your personal data please contact:

E-mail: [volunteering@khh.org.uk](mailto:volunteering@khh.org.uk)

Tel: 01295 816 477

#### **6. What rights do I have over my personal data?**

Under the Data Protection Act, you have the right to:

- access your personal data
- rectify, erase or restrict your data
- object to the processing of your data
- data portability – request the transfer of your data.
- lodge a complaint with the hospice or the Information Commissioner's Office

If you have any questions about this privacy notice, please contact Sarah Mills, Voluntary Services Manager [sarah.mills@khh.org.uk](mailto:sarah.mills@khh.org.uk) or 01295 811866.