

Community Volunteering Privacy Notice

Document Control		
Document title	Community Volunteering Privacy Notice	
Purpose		
Author		
Date of publication		
Owner/responsibility	Giles Lockyer	
Distribution	LanConsent/Other	
Version	Date	Comments
Version 1.0	27.05.2020	
Version 2.0	29.07.2020	
Version 3.0	16.08.2021	



Community Volunteering Privacy Notice

Privacy Notice

This privacy notice is to supplement all the information we currently make available about how we process your personal data. Its aim is to provide you with more information about how our organisation may seek to collect and hold information about you in relation to volunteering, especially during the coronavirus pandemic (COVID-19) and whenever we have people providing voluntary support.

We are committed to protecting your personal data and ensuring that it is processed fairly and lawfully. Information you provide us will be processed in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 (DPA 2018) and subsequent legislation.

Purpose(s)

The main purposes for processing your personal information are:

- Registration
- Communication about your volunteering role
- Records maintenance
- Health and safety obligations
- Matching you to suitable volunteering and training opportunities.

We use the health data you provide:

- To keep you and others safe while volunteering
- In risk assessments and to put in place countermeasures for identified risks.

A lot of what we will do with your personal data will be covered by existing powers in current laws and you can find out more about how we process your information within the Council's [Primary Privacy Notice](#).

This notice provides additional privacy information for:

Residents and staff who have expressed an interest in volunteering within Wigan Borough.

It describes how we collect, use and share personal information about you

- Before, during and after your relationship with us ends
- The types of personal information we need to process, including information the law describes as 'special because of its sensitivity'.

It is important that you read this notice, together with any other privacy information so that you are aware of how and why we use your personal information.

Categories of Personal Data

In order to support and manage your volunteering role we process personal information in relation to the following:

- Personal contact details such as name, age, title, addresses, telephone numbers, and personal email addresses
- If you hold a current Disclosure and Barring Service (DBS) Certificate
- If you have access to a private vehicle
- The types of activities you could/would prefer to undertake as a volunteer i.e. driving, deliveries etc.
- Your availability
- Information of any current volunteering you may already be undertaking with another group/organisation.
- Information about your skills, training, learning or work experience relevant to your role as a volunteer
- Any new skills gained as a volunteer.

Categories of “Special Category” Personal Data

- Health/disability data and additional support you may require completing tasks because of a disability.

Please note: We cannot accept your offer to volunteer if you do not provide the information requested.

The main legal bases we rely on for processing your personal information are

- Article 6(1)(e) Public task - the processing is necessary for us to perform a task in the public interest or for official functions, and the task or function has a clear basis in law. These tasks include:
 - For public health reasons, such as keeping members of the public and other volunteers safe
 - To fulfil our duty of care for volunteers under Section 3 of the Health and Safety at Work Act 1974
 - Volunteering is a role carried out in the public interest. We must process your data to support and manage this role.

Automated Decision-Making

All the decisions we make about you involve human intervention.

Cookies

To find out how we use cookies please see our [Cookie Notice](#).

Data Sharing

In addition to the general reasons for information sharing described in the Council's [Primary Privacy Notice](#), we will share information with the following partners if your volunteering role involves direct contact with a partner organisation or supervision by another volunteer or agency. This ensures you get continuity of support and management in your volunteering role and the aims of a project or contract are met.

These partners may include:

- Voluntary organisations
- Other council services
- Emergency services
- NHS agencies
- Health providers
- Food banks
- The resident who you are supporting.

Details shared may include, but are not limited to, your:

- Name
- Contact details
- Emergency contact details
- Training records
- Suitability and skills
- Personal risk assessments.

If you have applied for volunteering through the Better Impact webpage your details will be processed by Better Impact and in line with their privacy policy.

Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for. We therefore keep your data for:

- 2 years after your volunteering role ends
- 7 years if your personal data relates to a formal complaint or a reported health and safety incident. If you are interested in continuing to volunteer after your initial role ends, we will retain your information so we can contact you with other volunteering opportunities, until you withdraw your interest. You will be given the option to do this.

Rights of Access, Correction, Erasure and Restriction

You have the right to ask for your information or make a request regarding your data and there will not be a charge for you to do so. This is known as a [subject access / GDPR rights request](#). To do this you can visit our website where you can [make a subject access / GDPR rights request online](#) or write to us at: Information Governance, Wigan Council, PO Box 100, Wigan WN1 3DS.

Your rights include the right to:

- Ask for access to your information
- Ask for your information to be corrected if it is inaccurate or incomplete. It is important that the personal information we hold about you is accurate and up to date. Please let us know if the information we hold about you should be corrected or updated
- Ask for your information to be deleted or removed but only where *there is no need* for us to continue processing it (right to be forgotten)
- Ask us to restrict the use of your information
- Object to how your information is used.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights that apply). However, we may charge a reasonable fee if your request for access is in our view unreasonable or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

Full details are contained within the Council's [Primary Privacy Notice](#) and should be read in conjunction with this document.

Data Protection Officer

If you wish to raise a concern about your data or how your request has been handled, please contact our [Data Protection Officer](#).

If you are unhappy with the way that we handle your concern you may complain to the [Information Commissioners Office \(ICO\)](#) at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR) and freedom of information legislation.

Changes to this Privacy Notice

We may update or revise this privacy notice from time to time and will provide supplementary privacy information as is necessary.