

Privacy Notice – Volunteers

In order to allow us to maintain good volunteer management practices CrossReach needs to gather, process and store personal information about you.

What information is collected and why?

The information we gather is used for management and administrative purposes only. Much of the information we hold will have been provided by you at the recruitment stage but some may also come from other internal sources, such as the service manager / volunteer support person, or external sources, such as referees.

The sort of information we hold includes your application form and references; your contact details; correspondence with or about you; information needed for expenses purposes; emergency contact details; and records of information needed for equal opportunities monitoring.

We may ask you to fill in a Self-Disclosure form to verify your declaration of unspent criminal convictions. You might also have to complete a Protecting Vulnerable Groups (PVG) Scheme membership form to be able to carry out your role. Disclosure and PVG checks are carried out by Volunteer Scotland (Disclosure Services) and are received by our Volunteer Development/Human Resources Team. The information received will only be shared with other staff if it's necessary to make the right decisions about your volunteering.

The information you provide will be held securely by us whether the information is in electronic or physical format.

What will we do with the information?

We will keep and use this information to enable us to run the organisation and manage our relationship with you effectively, lawfully and appropriately, while you are volunteering with us and after you have left.

Sharing information

In most circumstances we will not disclose personal data without consent. However there may be occasions where it may be appropriate for us to inform an external body such as the Scottish Social Services Council, a local authority, social work department, the police or relevant others.

We will only disclose information about you to third parties if we have a genuine requirement to do so.

How long do we keep information for?

We will not hold information for longer than necessary. Retention periods for volunteer personal information have been developed in line with statutory, legal and business requirements. Therefore retention periods vary depending on the type of record. For more information on retention periods and record types speak to your identified support person/ the service manager or email records@crossreach.org.uk

Your rights

Under the EU General Data Protection Regulation, you have rights as an individual which you can exercise in relation to the information we hold about you. This includes the right to access your personal information, to object to the processing of your personal information, to rectify, to erase and/or to restrict processing of your personal information. It should be noted that there may be legal or other reasons why we need to retain or continue processing your information. This would be fully discussed if relevant.

Complaints or Queries

CrossReach strives to meet the highest standards when collecting and using personal information. We encourage you to bring it to our attention if you think that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of the collection, processing and storage of personal information which CrossReach may undertake. However, we are happy to provide any additional information. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information, you should contact us directly on the details below.

Access to personal information

CrossReach tries to be as open as it can be in terms of giving you access to the personal information held on you. You can find out if we hold any personal information by making a 'subject access request'. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to CrossReach for any personal information we may hold we ask that you fill out our SAR form or write to us at the address provided below.

If we do hold information about you which is incorrect, you should make us aware and steps will be taken to amend your personal information.

How to contact us

If you have any queries or complaints about our processes or how we handle your information, or if you want to access your information then please contact us at records@crossreach.org.uk or contact your Service Manager directly. Or you can write to us at: Charis House, 47 Milton Road East, Edinburgh, EH15 2SR.

If you want to raise a complaint outwith CrossReach, you have the right to complain to the Information Commissioner's Office about anything relating to the processing of

your personal information by CrossReach. You can contact the ICO via its website at www.ico.org.uk or at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.