

Volunteers Privacy Notice (Community)

This document explains how and why The Connection at St Martin-in-the-Fields uses your personal information during and after you volunteer with us.

When we refer to “we” or “us” in this document we are referring to The Connection at St Martin-in-the-Fields. We are listed on the Information Commissioner’s register of data controllers under Registration Number Z7919091.

When we use the term **personal information** we mean any information that relates to you from which you can be identified. This might include your name, your home address, your personal email contact details, or your telephone number. Personal information does not include information where it is not possible to identify you (i.e. anonymous data).

We use the term **special categories of personal information** to mean information about your race, ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health and sexual orientation.

This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time but if we do so, we will provide you with an updated copy of this notice as soon as reasonably practical.

Why we collect and use information about you

The majority of information we collect comes directly from you. There are some situations, where we collect it from different sources. These include:

- The Disclosure and Barring Service;
- Persons providing you with a reference;
- Information collected in the course of your activities, depending on your role within CSTM.

Below is the list of the types of information we collect about you and the reasons why we do it:

Data Collected	Purposes
Contact information, including your name, address, telephone number and email address.	To contact you about your volunteering and your involvement with the Connection at St Martin’s, including to circulate information via our volunteer newsletter.
Recruitment information (references and other information collected as part of the application process).	Making a decision about your recruitment as a volunteer.
The information you’ve given us about your interests and your reasons for applying, your start date, end date and record of attendance, as well as record of induction and training you have received and meetings with your supervisor.	To manage our relationship with you as a volunteer and to be able to provide references about you if you request us to do so. To allow us to meet our legal obligations, for example in relation to health and safety. To help us monitor the quality of our Volunteering programme

	To enable us to establish or defend legal claims
DBS check (if appropriate for the role).	To make a decision about your recruitment as a volunteer. Once the check has been completed we hold a record of the result but do not hold on to any details of your criminal history
Information about your race or ethnicity, religious beliefs, and sexual orientation collected as an optional question only.	For equality and diversity monitoring.
Information about your health, including any medical condition.	To comply with our health & safety obligations and enable any reasonable adjustments to be made.
Photos and case studies.	Photos are used for creating and maintaining your ID card. With your explicit consent, we may use your photos and story for fundraising purposes.
CCTV images.	To manage the security of our property and the safety of persons using our building. For prevention and detection of crime.
Swipe card records, if you are issued with one.	To manage the security of our building.

The lawful grounds on which we use information about you

We will only use your personal information when the law allows us to. We process your personal information for the above purposes relying on one or more of the following lawful grounds:

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests. In broad terms our legitimate interest is fulfilling the charitable purpose of CSTM, which involves contacting our volunteers to plan and administrate activities, taking steps to ensure and monitor compliance with our legal obligations and internal standards and procedures, assessing suitability of volunteers for potential roles and keeping records of volunteer activities and performance.
- Where it is necessary for us to comply with a legal obligation, e.g. compliance with Health and Safety legislation
- Where you have consented; for example, to us using your image in our fundraising materials.
- Where it is necessary to protect your vital interests or those of others

When we process your special category and criminal offence data we do it:

- Where you have consented,

- It's necessary to protect your vital interests (or those of someone else) in an emergency
- We have a need to use such information in connection with a legal claim
- It is necessary in public interest; for example safeguarding adults and children

Who has access to your information

Your information will be shared internally with people involved with managing our relationship with you. This includes members of the Recovery and Opportunities Team, volunteer supervisors in the service where the role is based, internal and external IT systems support staff, and business insight teams if access to the data is necessary for the performance of their roles.

Members of the team you are based in will be able to access basic information about you, including your name and date of birth and your contact details to enable them to record the hours you spent volunteering with them and to contact you in case of emergency.

Less commonly, we may share your information where you have given us specific consent to do so, or where we have to comply with our legal obligations, where we have a legitimate interest to do so, such as administering our relationship with you, conducting quality audits or protecting our property.

How long do we hold on to your information?

If your application to volunteer is successful, personal data gathered during the recruitment process will be transferred to your volunteering file. All information in this file is retained during the time you are volunteering with us and for seven years after.

Your rights as a Data Subject

The Data Protection legislation specifies the rights you have in relation to the information we process about you. Below is the information what they are and how to exercise them.

- **Right of Access** – we have an obligation to provide you with a copy of your information if you request it.
- If the information we hold about you is incorrect, you have the right to have it **corrected**.
- In some circumstances you have the right to have your information **deleted** – this right applies only when we do not have a good reason for keeping information about you, for example where we rely on your consent to keep it and you have withdrawn the consent.
- You can **object** to us using your personal information to further our legitimate interests (or those of a third party) or where we are using your personal information for direct marketing purposes.
- You can ask us to **restrict** or suspend the use of your personal information, for example, if you want us to establish its accuracy or our reasons for using it.
- Ask us to **transfer** your personal information to another person or organisation.
- If you have given us consent for processing your information, you can **withdraw this consent** at any time.

To make a request in relation to any of the above rights or to withdraw your consent, please speak to your supervisor, the Volunteers Coordinator, call us on 02077665544 or email data.protection@cstm.org.uk.

Queries and Complaints

If you have any questions about this privacy policy or how we handle your personal information, please contact your supervisor, the Volunteer Coordinator, call us on 02077665544 or email data.protection@cstm.org.uk.

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.