



VOLUNTEER AND SERVICE USER PRIVACY POLICY

Policy ACC-008

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Revision History

| Revision | Revision Date | Document Status | Revision Comments | Author | Approved by |
|-----------------|----------------------|------------------------|--|--------------------------------------|--------------------|
| | 10/09/2019 | Document Creation | | S Shotter/ K Gledhill / R Stephenson | |
| A | 21/04/2020 | Issued for Review | Updated Information and Amalgamation of Volunteer & Beneficiary Privacy Notices to form Policy | S Shotter | |
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Our Contact Details:

Main address: Aspire Creating Communities
3/16 New North Parade, Huddersfield, HD1 5JP

Email: enquires@aspirecreatingcommunities.org.uk

Main Contact: Susanna Shotter, CEO : 07542771518

What Type of Information We Have:

We collect and process personal information belonging to service users, volunteers and volunteer applicants, including name, phone number, age bracket, email address and correspondence address, DBS checks (volunteers), disability details and ethnicity.

How We Get the Information and Why Do We Have It:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- As a Volunteer - You will fill in an application form prior to your first discussion regarding volunteering, and a registration form when you become an Aspire Volunteer. We will also ask you to complete a DBS check online. The information gathered may include name, previously used names, address, DOB, ethnicity, disability
- As a Service User - At your first or second attendance at an Aspire group we will ask you or support you to fill in an Aspire registration form with basic contact information, health information and any medical requirements you may have. We may also ask for information regarding ethnicity, gender and disability for monitoring purposes on an anonymous separate sheet to your registration form.
- We keep your personal data to be used to communicate with you to inform you of events and to register your attendance at the Aspire sessions, with your consent. If you wish to withdraw this consent please discuss this with your Session Leader or Susanna Shotter, Project Coordinator.

Occasionally we also receive personal information indirectly, for example from the person or service that has referred you to Aspire, and only on a need-to-know basis, however we do not store third party information without your consent unless legally required to do so.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting Susanna Shotter, Project Manager on 07542771518

What We Do With Your Information

- Our Health and Safety procedures require us to keep a record of who is in attendance at the Aspire sessions – to record this we use a weekly register with your first name and initial.
- We keep your emergency contact details with your consent so we can inform them if there is an incident regarding your safety or health during an Aspire session or home visit.

Aspire Sessions Leaders can access these registration forms and session registers, but this information is not shared with volunteers, trustees or any other third party without your explicit consent or unless we are legally required to do so.

How We Store Your Information

Your information is stored on an online server which is accessed by only Aspire Session Leaders and CEO, using password/ fingerprint login security. Any information recorded on a paper copy of the registration form will be stored in a locked cabinet but will be transferred to the online version as soon as possible, at which point the paper copy will be shredded.

We keep your personal Aspire registration form for up to six months after your last attendance at an Aspire session. The Aspire attendance registers are kept indefinitely.

Your Data Protection Rights

Under data protection law, you have rights including:

Your right of access

– You have the right to ask us for copies of your personal information

Your right to rectification

– You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

– You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing

– You have the right to ask us to restrict the processing of your information in certain circumstances

Your right to object to processing

– You have the right to object to the processing of your personal data in certain circumstances

Your right to portability

- You have the right to ask that we transfer the information you gave to us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at enquires@aspirecreatingcommunities.org.uk or on 07542771518 if you wish to make a request.

How to Complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioners Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire SK9 5AF

Helpline number: 0303 123 1113

More information see ACC-016 Confidentiality Policy

This policy has been formally agreed and adopted by the Trustees of Aspire Creating Communities. This policy will be reviewed yearly by the Trustees who are also responsible for the implementation of this policy.

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| Policy Number | ACC-008 | Signed: <i>K. J. Cledhill.</i> |
| Policy Title | Volunteer and Beneficiary Privacy Policy | |
| Author (s) | Susanna Shotter | |
| Date Written | 10/09/2019 | Position: |
| Review Date | 21/06/2022 | Aspire Creating Communities Chair of Trustees |
| Next review | 21/6/24 | |