Volunteer Privacy Notice

Data Controller: Broads Authority, Yare House, 62-64 Thorpe Road,
Norwich, NR1 1RY. Telephone: 01603 610734
Email: dpo@broads-authority.gov.uk

Data Protection Officer (DPO): Telephone: 01603 610734, dpo@broads-authority.gov.uk

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The Authority collects and processes most of the personal data relating to its volunteers ('you') on the basis of freely given consent. Some data collected, for example, emergency contacts and health information is collected on the basis of protecting your vital interests. The Authority is committed to being transparent about how it collects and uses your data and to meeting its data protection obligations.

What information does the Authority collect?

The Authority collects and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number and date of birth;
- details of any qualifications, skills and experience you have supplied;
- information about your remuneration of out-of-pocket expenses including details of your bank account;
- information about your emergency contacts;
- information about medical or health conditions that could impact the type of volunteering undertaken and the administration of any first aid;
- information about your criminal record that could impact the type of volunteering undertaken;
- details of your volunteered hours and activity;
- details of any periods when you are unable to volunteer;
- details of any complaints in which you have been involved, including any informal warnings issued to you and related correspondence;
- assessments of your performance, including training you have participated in and related correspondence.

The Authority collects this information in a variety of ways. For example, data is collected from the Volunteer Record Forms completed by you annually, individual volunteer profiles on Better Impact or from correspondence with you or supervising staff.

The Authority may also collect personal data about you from third parties, where required, such as information relating to criminal records, permitted by law.

Where is data stored?

Data is stored in a range of different places including; Better Impact Software Ltd, a secure paper filing system and in electronic form on the secure Broads Authority's server.

Why does the Authority process personal data?

The Authority needs to process data to take steps to ensure you can continue to volunteer, to ensure you perform your volunteering safely and that we can take appropriate action in an emergency.

For example, it needs to process your data to provide you with details of volunteering opportunities and information on training courses.

In other cases, the Authority has a legitimate interest in processing personal data before, during and after the end of the volunteering relationship. Processing volunteer data allows the Authority to:

- maintain accurate and up-to-date contact details (including details of whom to contact in the event of an emergency);
- operate and keep a record of complaints, to ensure acceptable conduct;
- ensure effective administration of out-of-pocket expenses;
- to enroll volunteers with external training providers;
- provide references on request for current or former volunteers.

Some special categories of personal data are held, such as information about health or medical conditions that could impact on the type of volunteering undertaken and the administration of any first aid.

Who has access to data?

Your information will be shared internally including; members of the Volunteer Service Team, HR Team, Finance Team, volunteer supervisors and IT staff if access to the data is necessary for the performance of your role(s). The Authority shares your data with third parties, for example in order to book training.

Better Impact data

Personal data will be stored and accessed in Canada (the location of the Better Impact servers). Better Impact Software Ltd is a registered company in England and Wales. However, as Better Impact Inc. (of Canada) is involved in the processing as a subcontractor, Article 27 applies. If you would like more detail about Better Impact and personal data protection, please ask the Volunteers Coordinator or email volunteering@broads-authorit.gov.uk. Alternatively, you can contact representatives of Better Impact Software Ltd directly: Privacy Officer: Tony Goodrow - tony@betterimpact.co.uk and Compliance and System Specialist: Adeyinka Jegede – adeyinka@betterimpact.co.uk.

How does the Authority protect data?

The Authority takes the security of your data seriously. The Authority has a Data Protection Policy and the ICT Usage and Security policy documents the controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by Authority employees in the performance of their duties.

Where the Authority engages third parties to process personal data on its behalf, they do so on the basis of written instructions, under a duty of confidentiality and they are obliged to implement appropriate technical and organisational measures to ensure the security of data.

How long does the Authority keep data?

The Authority will hold your personal data for the duration of your volunteering. The periods for which your data is held after volunteering ceases are set out in the Data and Information Retention policy (available on request).

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Authority to change incorrect or incomplete data;
- require the Authority to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Authority is relying on its legitimate interests as the legal ground for processing; and
- ask the Authority to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Authority's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact the Data Protection Officer on the contact details listed above.

If your request is in relation to an objection to processing or request to erasure, we will confirm whether we agree to your request and if we do not, we will give our reasons.

If you believe that the Authority has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data or request your right to erasure?

Certain information, such as contact details, need to be provided to enable the Authority to provide you with volunteering opportunities and to ensure you are safe while volunteering with us. If you do not provide this information, it will prevent the Authority's ability to offer you a volunteering opportunity.

How to withdraw your consent to processing of data

Please submit your request to volunteering@broads-authority.gov.uk with Data Protection as the subject line or by post to the Volunteers Coordinator – Private and Confidential, Broads Authority, Yare House, 62-64 Thorpe Road, Norwich, NR1 1RY. We will respond within 10 working days.