

VOLUNTEER RECRUITMENT PRIVACY NOTICE

As part of any recruitment process, Demelza Hospice Care for Children collects and processes personal data relating to applicants. Demelza Hospice Care for Children is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does Demelza Hospice Care for Children collect?

Demelza Hospice Care for Children collects a range of information about you. This includes:

- your name, address and contact details, including email address, telephone number and date of birth;
- Information about your emergency contacts;
- information about medical or health conditions, including whether or not you have a disability for which the organisation needs to make reasonable adjustments;
- details of your qualifications, skills and experience

Demelza Hospice Care for Children may collect this information in a variety of ways. For example, data might be contained in application forms, or collected through interviews or other forms relating to volunteering.

Demelza Hospice Care for Children may also collect personal data about you from third parties, such as references supplied and information from criminal records checks for relevant roles. Demelza Hospice Care for Children will seek information from third parties only once a volunteer role has been confirmed and will inform you that it is doing so.

Data will be stored in a range of different places, including on your volunteering record on Better Impact, the Voluntary Services database and on other IT systems (including email).

Why does Demelza Hospice Care for Children process personal data?

Demelza Hospice Care for Children needs to process data to undertake processes such as interviews, training and tour invitations prior to entering into a volunteering role, issuing role specific training and undertaking your references if needed. In some cases, Demelza Hospice Care for Children needs to process data to ensure that it is complying with its legal obligations.

Demelza Hospice Care for Children has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from volunteer applicants allows Demelza Hospice Care for Children to manage the recruitment process, assess and confirm a candidate's suitability for volunteering. Demelza Hospice Care for Children may also need to process data from volunteer applicants to respond to and defend against legal claims.

Demelza Hospice Care for Children may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. These are recorded anonymously and not identifiable. Demelza Hospice Care for Children may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. Demelza Hospice Care for Children processes such information to carry out its obligations and exercise specific rights in relation to volunteering.

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For some roles, Demelza Hospice Care for Children is obliged to seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to the volunteering role.

The organisation will not use your data for any purpose other than the recruitment exercise for which you have applied, unless you advise us you would like further marketing in your volunteer application paperwork.

Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the Voluntary Services team, managers in the business area with a volunteer vacancy and IT staff if access to the data is necessary for the performance of their roles.

Demelza Hospice Care for Children will not share your data with third parties unless it is required for your application when an offer of a volunteer role has been confirmed. The organisation will then share your data with the Disclosure and Barring Service to obtain necessary criminal records checks.

Demelza Hospice Care for Children will not transfer your data outside the European Economic Area.

How does Demelza Hospice Care for Children protect data?

Demelza Hospice Care for Children takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Full policies and procedures are stored centrally on our Intranet and copies can be requested from the HR Team. The organisational Privacy Policy can be found on our website at www.demelza.org.uk/privacy-policy.

For how long does Demelza Hospice Care for Children keep data?

If your volunteer application is not shortlisted and you are unsuccessful at securing an interview, your data will be held on Better Impact, in line with their Candidate Terms - <https://app.betterimpact.com/Volunteer/Main>

If you do not complete your registration as a volunteer at Demelza Hospice Care for Children, the organisation will hold your data on file for three years in line with our retention policy. At the end of that period; your data is deleted or destroyed.

If your application for volunteering is successful, personal data gathered during the recruitment process will be maintained on your volunteer file and retained during your volunteering period. The periods for which your data will be held can be found in the Data Retention Schedule. This is available on the Demelza intranet (Dottie) for registered volunteers or via request.

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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 organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact Hayley Clark, Deputy Director of People Services on 01795 845203, hayley.clark@demelza.org.uk.

If you believe that the organisation has not complied with your data protection rights, you can register a Complaint with the Information Commissioner's Office.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, Demelza Hospice Care for Children may not be able to process your application fully or at all.

Automated decision-making

Recruitment processes are not based on automated decision-making.

Contact Information

For further information on how Demelza Hospice Care for Children will process your data, please contact Hayley Clark, Deputy Director of People Services, on 01795 845203, hayley.clark@demelza.org.uk.

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