



Volunteer privacy policy

This privacy notice explains to you how we will use and store the information you give to us when you apply to be a volunteer at Citizens Advice in West Sussex (North, South, East) (CAWS), and when you become a member of our volunteer teams.

As part of any recruitment and management processes of volunteers, CAWS collects and processes personal data relating to volunteer applicants. CAWS is committed to being transparent about how we retain and use this data, as follows:

How we use your information?

The information you give us on your application form will be used in the selection process. It will only be seen by staff and volunteers involved in the recruitment process, and will be stored securely. If your application is unsuccessful, we will store your information securely for six months, and then securely destroy it.

If you are selected, we will retain your contact information in order to involve and support you. We will also collect additional information, such as next of kin details and, in due course, records of training, review meetings and appraisals. Again, it will be kept securely, and only those people who need to see your information in order to involve you or manage these processes will have access to it.

Use of personal data will be relevant to your volunteering role, and may include:

- Contacting volunteers when necessary
- Making reasonable adjustments to improve accessibility
- Monitoring statistical details of our volunteers
- Providing ongoing support to volunteers
- Monitoring the quality of advice given to clients
- Addressing problems or complaints

What information do we collect?

We will collect a range of information about you, including –

- Your name, address and contact details, including e mail address and telephone number
- Details of your skills, experience and employment history
- Whether or not you have a disability for which we need to make a reasonable adjustment during the recruitment process, or your time as a volunteer
- Your bank account details, for us to pay you any expenses you incur in accordance with our policies
- Your photograph

We may collect this information in a variety of ways. For example, in an application or e mails. We may also collect personal data about you from third parties, such as references supplied by former employers, organisations and individuals.

What is personal and sensitive data?

Personal data is data which can be used to identify you. This may include your name, date of birth, address, telephone number etc.

Sensitive data is information related to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality, offences and/or convictions.

It is your choice whether you give us the sensitive data we collect at the recruitment stage. We will use this information to make sure we're working with a diverse volunteer community.

What if you do not provide personal data?

You are under no obligation to provide personal data to us during the volunteer selection process however if you do not provide the personal information we require, we may not be able to process your application properly, or at all.

You are under no obligation to provide sensitive data as part of your application.

Why do we process personal data?

We process your data when you have applied to establish your suitability to join us as a volunteer. If you are invited to become a volunteer, we then process your data to enter into a volunteering agreement with you.

We need to process your data to ensure that it is complying with our legal obligations.

We have a legitimate interest in processing personal data during the volunteer recruitment process and for keeping records of the process. Processing data from volunteer applicants allows CAWS to manage the recruitment process, assess and confirm an applicant's suitability for volunteering.

We may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. We may also collect information about whether or not applicants consider themselves disabled to make reasonable adjustments for applicants who have a disability.

For some roles, we are obliged to seek information about criminal convictions and offences. Where we seek this information we will advise you in advance. You are not obliged to provide us with this information, but we may not be able to process your application further, or at all.

Where we store your data?

We keep all your details confidential and do not pass them on to anyone else without your permission. The rules of the Data Protection Act 2018 and the General Data Protection Regulation 2018 mean that we need your consent to store your personal details.

We may store data in a range of different places, including on your application record, in HR management systems, and on other IT systems (including e mail).

We will not share your information with anyone else without your consent, unless required to do so by law.

How long will you keep my data?

If you are unsuccessful we will store your recruitment application for 6 months, and it will then be destroyed securely. If you wish to withdraw your consent for your details to be held for this period you can make this request. If you are successful and join us as a volunteer your data will be held in the ways outlined within this notice until 6 years after you have left the organisation.

What are my rights?

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

- access and obtain a copy of your data on request;
- require us to change incorrect or incomplete data;
- require us 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 we are relying on its legitimate interests as the legal ground for processing.

If you believe we have not complied with your data protection rights, you can complain to the Information Commissioner Office <https://ico.org.uk/>

If you have any questions about the use of your data, please contact the HR Officer:

Telephone: 01903 252699 (Monday-Friday, 9am-5pm)

Email: privacyinfo@westsussexcab.org.uk

The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR), which came into effect on 25 May 2018