



Fife Women's Aid

Data Protection Privacy Notice (Volunteers)

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during the time you volunteer with us and, where appropriate, after you no longer volunteer with us. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

Fife Women's Aid (FWA) is a 'data controller' and gathers and uses certain information about you. Where FWA is also a 'data processor', we will process information received from third parties about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection Policy.

About the information we collect and hold

The table set out on the following pages summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We may also need to share some of the categories of personal information set out below with other parties, such as external contractors and our professional advisers. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information with our regulators and/or our funders as is necessary or required to comply with the law.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information will be held on our secure online data storage facility which is only accessed by us at Fife Women's Aid, all data stored in this way is encrypted. Paper copies of your information may also be stored, this will be done securely and only accessed by staff of Fife Women's Aid.

How long we keep your information

We keep your information during and after the time you volunteer with us for no longer than is necessary for the purposes for which the personal information is processed. Further details on this can be found in our Data Protection Policy.

Your rights to correct and access your information and to ask for it to be erased

Please contact Fife Women's Aid either by e-mail, telephone or in writing if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask Fife Women's Aid for the information we hold and process to be erased (the 'right to be forgotten'). Please contact us if you require further information on this.

Keeping your personal information secure

Fife Women's Aid has appropriate technical and organisational measures in place to prevent the personal information we hold about you from being accidentally lost, used or accessed in an unauthorised way.

We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that Fife Women's Aid can resolve any query or concern you raise about our use of your information (please refer to our complaints policy, which is available on request). If not, you can contact the Information Commissioner at ico.org.uk/concerns/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Schedule relating to the information we collect and hold

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name, contact details (i.e. address, home and mobile phone numbers, email address) and emergency contacts (i.e. name, relationship and home and mobile phone numbers)	From you	To enter into/perform the volunteering arrangement Legitimate interest: to maintain volunteer records and good volunteering practice	To enter into/perform the volunteering arrangement with you
Details of expenses and bank/building society	From you	<ul style="list-style-type: none"> To perform the volunteering arrangement including payment of out of pocket expenses Legitimate interests: to maintain volunteer records and to comply with legal, regulatory and corporate governance obligations and good volunteering practice 	<ul style="list-style-type: none"> To ensure you receive the expenses HM Revenue & Customs (HMRC) if required
A copy of your driving licence	From you	<ul style="list-style-type: none"> To perform the volunteering role Legitimate interests: To comply with our legal obligations and to comply with the terms of our insurance 	<ul style="list-style-type: none"> To ensure that you have a clean driving licence Information may be shared with our insurer
Information about any relevant health issues (including sensitive personal information regarding your physical and/or mental health)	From you and your doctors, from medical and occupational health professionals we engage	<ul style="list-style-type: none"> To perform the volunteering agreement To comply with our legal obligations Legitimate interests: to maintain volunteer records and to comply with legal, regulatory and corporate governance obligations and good volunteering, to ensure safe volunteering/working practices 	<ul style="list-style-type: none"> To maintain volunteer records To comply with our legal obligations to you Information shared with your doctors and with medical professionals. For further information, see * below
Criminal records background checks (Basic, Standard or Enhanced Disclosure Checks and/or PVG Scheme Membership checks), including the results of Disclosure Services (Volunteer Scotland),	From you and Disclosure Services (Volunteer Scotland)/Disclosure Scotland and/or the DBS	<ul style="list-style-type: none"> To perform the volunteering agreement To comply with our legal obligations For reasons of substantial public interest [(preventing or detecting unlawful acts, [suspicion of terrorist financing or money laundering in the regulated sector] and protecting the public against dishonesty)] 	<ul style="list-style-type: none"> To carry out statutory checks Information shared with Disclosure Services (Volunteer Scotland)/Disclosure Scotland and/or DBS and other regulatory authorities as required For further information, see * below

Disclosure Scotland and Disclosure and Barring Service (DBS) checks			
Information on complaints raised by or involving you	From you, from other volunteers, service users, clients, employees of the Organisation, from other third parties and from consultants/professional advisors we may engage in relation to the complaints procedure	<ul style="list-style-type: none"> • To perform the volunteering agreement • To comply with our legal obligations • Legitimate interests: to maintain volunteer records and to comply with legal, regulatory and corporate governance obligations and good volunteering practice 	<ul style="list-style-type: none"> • For volunteer administration, to follow our volunteering policies and to deal with complaints • Information shared with relevant managers, HR personnel, relevant third parties and with consultants/professional advisors we may engage from time to time
Details of reviews of your volunteering activities and training activities	From you, from other volunteers and employees	<ul style="list-style-type: none"> • To comply with our legal obligations • Legitimate interests: to maintain volunteer records and to comply with legal, regulatory and corporate governance obligations and good volunteering practice, to ensure safe working practices 	<ul style="list-style-type: none"> • For volunteer administration, to follow our volunteering policies including policies on induction and training and development and to deal with disciplinary matters or complaints • Information shared with relevant managers and with consultants/professional advisors we may engage from time to time
Details of your time and attendance records	From you	<ul style="list-style-type: none"> • To perform the volunteering arrangement • Legitimate interest: to manage volunteer access to our systems and facilities and to record volunteer absences 	<ul style="list-style-type: none"> • For administrative purposes and to follow our volunteer policies and monitor volunteer attendance • Information shared with relevant managers
Information on applications you make for other roles (voluntary or employed) within our organisation	From you	<ul style="list-style-type: none"> • Where making a job application, to enter into the prospective employment contract • To comply with our legal obligations • Legitimate interests: to maintain volunteer (and prospective employment) records and to comply with legal, regulatory and corporate governance obligations and good volunteering and employment practice 	<ul style="list-style-type: none"> • To process the application • Information shared with relevant managers, HR personnel and with consultants/professional advisors we may engage from time to time
Information about your use of our IT, communication and other systems	Automated monitoring of our websites and other technical systems, such as our computer networks and connections, e-mail and instant messaging systems, intranet and Internet facilities, telephones,	<ul style="list-style-type: none"> • Legitimate interests: • to monitor and manage volunteer access to our systems and facilities • to protect our networks, and personal data of employees, volunteers and customers/clients, against unauthorised access or data leakage • to ensure our business policies, such as those concerning security and internet use, are adhered to 	<ul style="list-style-type: none"> • To protect and carry out our activities • Information shared with relevant managers and with consultants/professional advisors we may engage from time to time • For further information, see ** below

	voicemail, mobile phone records, people safe devices	<ul style="list-style-type: none"> • for operational reasons, such as maintaining volunteer records, recording transactions, training and quality control • to ensure that commercially sensitive information is kept confidential • to protect you when working alone • to prevent unauthorised access and modifications to our systems • as part of investigations by regulatory bodies, or in connection with legal proceedings or requests 	
Your use of public social media (only in very limited circumstances, to check specific risks for specific functions within our organisation - we will normally notify you separately if this is to occur)	From relevant websites and applications	<ul style="list-style-type: none"> • Legitimate interests: • to monitor and manage volunteer access to our systems and facilities • to protect our networks, and personal data of employees, volunteers and customers/clients, against unauthorised access or data leakage • to ensure our business policies, such as those concerning security and internet use, are adhered to • for operational reasons, such as maintaining volunteer records, recording transactions, training and quality control • to ensure that commercially sensitive information is kept confidential • as part of investigations by regulatory bodies, or in connection with legal proceedings or requests 	<ul style="list-style-type: none"> • To protect and carry out our legitimate interests (see adjacent column) • Information shared with relevant managers, HR personnel [and with consultants/professional advisors we may engage from time to time] • For further information, see ** below
Details in references about you that we give to others	From your volunteer records and from other employees	<ul style="list-style-type: none"> • To perform the volunteering arrangement • To comply with our legal obligations • Legitimate interests: to maintain volunteer records and to comply with legal, regulatory and corporate governance obligations and good volunteering practice 	<ul style="list-style-type: none"> • To provide you with the relevant reference • To comply with legal/regulatory obligations • Information shared with relevant managers, HR personnel and the recipient(s) of the reference

You are required (by law and under the terms of your volunteering arrangement, or in order to enter into your volunteering arrangement) to provide the categories of information marked with an asterisk (*) above to us to enable us to verify your right to right to volunteer in the UK and your suitability for the position, to pay you expenses. If you do not provide this information, you may not be able to volunteer with the Organisation.

* Further details on how we handle sensitive personal information and information relating to any unspent criminal convictions and offenses are set out in our data protection policy.

** Further information on the monitoring we undertake in the organisation and how we do this is available in our Social Media Policy and Lone Working Procedures available from the Volunteer coordinator