Saint Michael’s Volunteer Supporter Information Notice

This information notice informs you of how we look after the personal information of our volunteers, what your privacy rights are and how the law protects you. As a valued volunteer or prospective volunteer you need to be clear and comfortable with how we collect your personal information and what we do with it.
If you have any queries about how we use your information, please contact our volunteer team on (01423) 533 030.
email volunteering@saintmichaelshospice.org

Please note that this information notice does not relate to information collected as part of an enquiry about receiving care or the delivery of this care or involvement with us as a donor or staff member. Please see the relevant information notice on our website www.saintmichaelshospice.org

1. Who we are
We are Harrogate District Hospice Care, a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just ‘B’, Saint Michael’s Hospice and Talking Spaces.

Harrogate District Hospice Care is a company limited by guarantee, registered in England and Wales (2121179). Registered address Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8QL.

We also operate a second company called HDHC Enterprises Ltd (registered company in England and Wales number 2566563) to record some of our activity classed as trading, for example the selling of new goods. Within the context of this statement, “we” means both the charity and this enterprise company.

For the purposes of data protection law, Harrogate District Hospice Care is the ‘Data Controller’. This means that we are responsible for deciding how we hold and use personal information about you, technically referred to as ‘processing’ personal information. We are required under data protection legislation to notify you of the information contained in this information notice.

2. What types of personal information do we hold on you?
Your personal data is any data that identifies you, or which can be identified as relating to you personally and we refer to it as “personal information” in this information notice. It can include your name, date of birth, email address, postal address, telephone numbers, social media profile, and the company you work for.
Data protection law recognises that certain categories of personal information are more sensitive than others. These are known as special categories of personal information and cover health information, racial or ethnic origin, religious beliefs, sexual orientation and other beliefs of a similar nature, political opinion and trade union membership. We do systematically collect some special category data:

- Information about your race or ethnicity, religious beliefs, and sexual orientation will be used anonymously only for equal opportunities monitoring so we can better understand our volunteer supporters and where we may need to improve our diversity and inclusion practices.

- Information about your support needs and health, including any relevant medical condition will be used to comply with our health & safety obligations and enable any reasonable adjustments to be made.

- Information about criminal convictions and offences as part of the volunteer recruitment process, when a volunteering role requires this.

We may also collect health or other special category information if you tell us about your experiences of volunteering (for example, if you act as a case study for us); however, we will make it clear to you when collecting this information as to what we are collecting and why.

3. Children and Young People
If you are aged under 18, and would like to become a volunteer supporter, we may have opportunities that are suitable for you. However, please make sure that you have your parent/guardian’s permission before giving us your personal information to process in relation to volunteering. When we collect information about a child or young person, we will make it clear as to the reasons for collecting this information and how it will be used. We will also endeavour, where reasonably possible, to ascertain your correct age to ensure you are suitable to volunteer and ensure we have parent/guardian’s consent for the storage of any information on children and young people in this regard.

4. How we obtain your information
If you volunteer for us, you may be referred to in a variety of documents and electronic records, including your profile on our supporter database. Some of these records are produced by you, such as your volunteer application form. Others are produced by us recording information you have provided to us, or the activity you undertake with us.

We may sometimes collect additional information from third parties, including former employers in the form of a reference, other statutory or legal bodies e.g. when we need to carry out a Disclosure and Barring Service (DBS) check if your role is a regulated activity or working with children and young people.
We have a wide range of volunteering roles and some roles require more personal information to be processed than others.

5. What information we collect on you
The organisation will collect and process a range of information about you, which will include:

- Your name, address, contact details such as telephone number and email address
- Your date-of-birth, and gender, next of kin and emergency contacts
- Your career history before and during your volunteering with us, including experience, qualifications and training, and any professional registration
- Your driving license, where a role requires you to have one
- Any criminal records you disclose to us as part of your application process
- Confirmation of your DBS check results and number
- A signed copy of our volunteer agreement
- Correspondence during your period as a volunteer supporter, including application forms, induction records, reviews, training records, adhoc letters and notes
- Images or video taken of you during your volunteering
- Records of incidents or accidents and resulting investigations and correspondence
- Annual review meeting notes and any other meetings, notes or action plans in relation to the performance of your volunteer role
- Health information following a period of absence or if there are any health issues that may affect your volunteering
- Records of any interviews as part of a volunteer application process

6. How we use this information
We may use the information we process on you in a variety of different ways:

- To confirm identity, assess suitability for volunteering and any roles that you are interested in
- To contact you about your volunteer application and if successful, the volunteering role, including changes to services, policies or other ways of working
- Ensure volunteers are appropriately trained or qualified for the roles they undertake
- To be able to contact family or a friend in an emergency
- To keep you up-to-date about changes to volunteering or any other services, policies or ways of working that may affect you as a volunteer
- To ensure all volunteer supporters are over 14 and to monitor the age demographics of our volunteer base
- To ensure we have the correct safeguards in place for children and young people,
- To undertake and assess the risk around any previous criminal history
• To review performance and ensure acceptable conduct whilst volunteering
• To support a return to volunteering following a period or illness or absence
• To ensure effective and accurate general volunteering and business administration
• For financial recording or reporting purposes
• Provide references on request for current and former volunteers for work and other purposes
• To provide you with further information about our work, services and activities
• To say thank you
• To be able to contact volunteers with information about the difference we are making together and how else they can get involved
• To report on the results and impact of our work, services and events
• To invite you to participate in surveys or research or share your experiences in other ways
• To further our charitable aims, including volunteering and fundraising activities
• To look into, and respond to, feedback complaints, legal claims or other issues.
• To carry out statistical analysis and research in order to help us to understand how we are performing and how we can improve our services (including our website) and report to funders
• To monitor website use, administer and keep our website safe and secure
• To improve our website by making sure that content is relevant to users and their interests and habits
• Where required or authorised by law e.g. arising from contracts entered into between you and us or in relation to regulatory, government and or law enforcement bodies
• To prevent fraud, misuse of services or money laundering and to perform due diligence in respect of larger donations, to communicate with you in other ways.

The organisation needs to process data to enter into a volunteer agreement with you. In some cases the organisation needs to process data to ensure it is complying with its legal or contractual obligations, such as to comply with health and safety laws or regulatory requirements.

In other cases the organisation has a legitimate interest in processing personal data before, during and after the end of the volunteer relationship for administrative purposes, where it is necessary to protect our IT networks, data security and ourselves and to protect ourselves from risk, such as fraud, criminal conduct and reputational damage. We also have a legitimate interest in raising awareness, engagement and funds needed to fulfil our mission. When processing your personal information based on a legitimate interest, we will make sure that it is exercised proportionately and is always
balanced against the privacy rights and other legal rights you have as an individual.

We may also use your personal information for other purposes which we specifically notify you about and, where appropriate, obtain your consent.

We may use the special category personal information we have about you without your consent only in such instances where:

- we need to protect your vital interests (or those of someone else) in an emergency
- we have a need to use such information in connection with a legal claim
- you have already made such information public, such as religious or philosophical beliefs or political opinions

Some special categories of personal data, such as information about health or medical conditions is processed to comply with the CQC regulations, the organisation’s duty of care to the vulnerable adults and children and young people it supports or to comply with the terms of any contracts that it operates.

Where the organisation processes other special categories of personal data, such as information about ethnic origin, this is done for the purposes of equal opportunities monitoring.

The lawful grounds we use will depend on the purpose for which your information is processed and the type of data concerned.

7. What if you do not provide personal data?
You have some obligations under your volunteer agreement to provide the organisation with data. Certain information, such as contact details have to be provided to enable the organisation work with you as a volunteer. If you do not provide other information, this will hinder the organisation's ability to support any volunteering.

If you do not provide certain information when requested, we may be unable to deliver on some elements of the volunteering arrangement or, in some circumstances, to comply with our legal obligations (such as to ensure the health and safety of our volunteer supporters, workers or beneficiaries). In such instances we will inform you about the implications of the decision and whether we are able to continue with the volunteering arrangement.

8. How we will communicate with you

a. Administrative communications
We will communicate with you as required to initially process your volunteer application and then, as an active volunteer supporter, to provide you with the support and information you need to undertake your volunteer role. You
will also receive administrative communications from our volunteering team that are related to your volunteering, such as a welcome email, volunteer surveys and thank you communications.

As part of this administrative communication we may communicate with you by mail, e-mail, telephone, text or social posting. For us to provide an effective service to you at the smallest cost to us the primary tool we will use for administrative communication with you will be email and we request, where suitable to you, that we can communicate with you in this way. However, if you have a different preference, please do let us know and we will do our best to accommodate your request.

If your role is a public facing role that involves talking about our work this will include information about our work, case studies and other ways that people can support us. We will do this as we have a legitimate interest in supporting your volunteering role.

b. Direct Marketing
We may use your details to give you more information about volunteering, the impact your volunteer support makes, our charitable work, events, and other services and/or products which we think might interest you. For example, we might contact you about new volunteering opportunities or send you updates on how your support for Saint Michael’s helps and news about our work, services, campaigns, volunteering and fundraising activity.

This is considered by law to be marketing activity. We will do this for the period of your volunteer support and for two years following the conclusion of your volunteering. We will write to you prior to the two year point to ask whether you would like us to continue keeping in touch with you beyond this point. There may be exceptions to this approach.

As part of our commitment to you to demonstrate the difference your support makes and ensure you know when and how we need continued support, all our volunteers will receive a supporter magazine, which may be published a maximum of four times a year and contains the latest news from the hospice. It also may contain a number of inserts that include information about current campaigns e.g. raffles or event sign-ups.

However, it is your choice whether you receive direct marketing communications from our charity and how you receive this information. Where we communicate with you via email, SMS or phone (if you are registered with the telephone preference service) we will only do so because we have your consent.

All our communication material has clear marketing communication preference questions and also always contains information on how you can let us know you would like to change your communications preferences or
tell us that you would like us to stop contacting you for marketing purposes. You can also limit how your information is used for marketing purposes.

As we are a small organisation, and individuals often support us in multiple ways, e.g. they both take part as a volunteer and a fundraiser, much of our marketing activity features many areas of our work at once. But, if you would like to only receive information about certain areas of our work then we encourage you to get in touch so we can better tailor our marketing to your specific interests. You can do this at any time by calling (01423) 878 628 or email to supporter@stmichaelshospice.org

You can also further support your choices regarding marketing by registering with the Telephone Preference Service TPS which gives you the opportunity to opt out of receiving unsolicited calls. The Mailing Preference Service MPS will enable you to register to have your name taken off direct mailing lists or the Fundraising Preference Service FPS where you can choose to manage/stop direct marketing communications you receive from any charity.

We will not use your information for marketing purposes if you have told us not to and no service we provide is dependent on our ability to market to you. If you let us know that you would like us to stop contacting you for marketing purposes, we will fulfil this request within 28 days. Our database will be updated immediately, ensuring telephone calls and emails stop straightaway but due to mailing schedules that may be already underway it may take up to a month for post from us to stop. It is also important to note, however, that we may need to retain your details on a suppression list beyond this point, if we are required to do so for either contractual, legal or legitimate reasons, such as you continue as a volunteer supporter with us.

9. Building profiles and personalising communications
We are always striving to better understand our volunteer supporters, to provide you with a better experience with us. To achieve this, we analyse and research information we have on our volunteer supporters on our database, to group people together in terms of common characteristics. This enables us to better tailor the information we provide to ensure it is relevant and interesting. We do this as we have a legitimate interest in improving your experience as a supporter. You can opt out of supporter profiling at any time if you wish. Just contact our supporter care team at supporter@stmichaelshospice.org or (01423) 878 628.

We also undertake research to ensure our communications are relevant and timely, and that our services provide an improved experience to our supporters. We do this because it allows us to understand the background of the people who support us and use our services and this helps us to tailor our services to better suit people’s needs and make appropriate requests to those supporters. It also helps us to use the resources we have in the most effective and efficient way and plan for the future.
In order to carry out this research, we (or our trusted service providers) may use the information which you give us and which we collect from external resources, including information that is publicly available about you. This sort of research can include us using information such as your age, where you live, your job, directorships, your financial circumstances, networks and any previous donations you have made, to determine whether and in what ways you might be interested in getting involved in supporting the hospice. This research is done by our in house team and does not include any fully automated decision making or profiling processes.

You can let us know if you would prefer not to be included in this type of research by emailing supportercare@saintmichaelshospice.org or calling us on (01423) 878 628 or writing to us at Supporter Care Team, Saint Michael’s Hospice, The Tower, Fourth Avenue, Hornbeam Park, Harrogate, HG2 8QT.

10. Change of Purpose
We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

11. Who has access to your information?
Only appropriately trained staff, volunteers and contractors can access your information. This access is gained on a need to know basis and access minimised in line with data protection principles. It is stored on secure servers with features to prevent unauthorised access.

When we collect your personal information we use strict procedures and security features to prevent unauthorised access. However, no data transmission over the internet is 100% secure.

As a result, while we try to protect your personal information, we cannot guarantee the security of any information you transmit to us and you do so at your own risk.

As a user you can help protect the integrity of any data you transmit to us by taking common precautions, such as regularly allowing patching for your operating system, ensuring you are running up to date and supported anti-virus software, and only transmitting data where HTTPS appears at the beginning of the page URL (this refers to the security technology Secure Sockets Layer (SSL) and indicates that the data is being transmitted securely).
12. Who we share your information with

We never share, sell or rent your personal information to third parties for marketing purposes. We will only share information with other organisations where we have your permission to do so in accordance with this information notice, or where it is necessary for a legitimate reason connected with the services we offer e.g. to apply our terms and conditions or rights under an agreement, or to protect us, for example, in the case of suspected fraud or defamation or where it is required by law or regulation (e.g. police or a government body such as HMRC).

We may also share your information to support the work of other departments within our organisation and sometimes, we may need to share your information with a small number of partners (service providers, agents and affiliated organisations) for the purposes outlined above (e.g. a supplier that process or host data for us, produces promotional material or delivers goods for us or a supplier that processes payments securely). All our partners are required to comply with the law and our standards. We will always make sure appropriate contracts, license agreement, service level agreement and controls are in place and we regularly monitor all our partners to ensure their compliance.

In addition, from time to time we may exchange your personal information with other organisations for the purposes of fraud and credit risk reduction. We may also share information with our financial and legal advisers for the purposes of obtaining advice and protecting our legal rights. We may also share your information with the emergency services, if we think there is a risk of serious harm or abuse to you or someone else or to protect our rights, property and safety, our personnel, service users, visitors or others.

We also reserve the right to disclose your personal information if substantially all of our assets are acquired by a third party, as personal information held by us may be one of the transferred assets.

We may disclose aggregate statistics about our volunteer supporters to describe our services and operations to prospective partners, advertisers, funders or other reputable third parties and for other lawful purposes. These statistics do not include any information that identifies people.

13. How we store and protect your information

We consider keeping your information safe to be vitally important. We employ a variety of physical, organisational and technical measures to ensure we do this, and prevent unauthorised access to, use or disclosure of, your personal information. Electronic data and databases that contain personal information about volunteers are stored on secure computer systems and we manage who has access to that data (using both physical and electronic means).
Our staff receive data protection training and we have a set of detailed data protection procedures and policies which staff must follow when handling personal information. All hard-copy records and data are managed securely in lockable and access-restricted storage.

Wherever possible we store our information about volunteers in the UK or within the European Union (EU). Although most of the information we store and process stays within the UK, some information may be transferred to countries outside the European Economic Area. This may occur if, for example, one of our service provider’s servers is located in a country outside the EU. Where such transfer occurs, we will ensure your data is adequately protected under UK data protection law. For example, we use the US-based Mailchimp as our email marketing provider.

In line with the law we’ll take all reasonable steps necessary to make sure these suppliers implement appropriate safeguards to ensure adequate protection under UK law for personal data is in place e.g. data transfers from the EEA to the US are permitted if the receiving company has been certified under the EU-US Privacy Shield. However, unfortunately, no transmission of your personal information over the internet can be guaranteed to be 100% secure.

We aim to ensure that all information we hold about you is accurate and, where necessary, kept up to date. If any of the information we hold about you is inaccurate and either you advise us or we become otherwise aware, we will ensure it is amended and updated as soon as possible. To help us keep your information correct we regularly cleanse our databases using a third party data cleanse company who may check your data against sources such as the electoral roll or the Post Office’s National Change of Address database, and we will update your details through this mechanism.

14. How long do we store personal information?
We will keep your information for as long as required to enable us to operate our services but we will not keep your information for any longer than is necessary. When we no longer need to retain your information we will ensure it is securely disposed of or anonymised to remove all personally identifiable information.

In general, for existing volunteer supporters, we will keep their information throughout their volunteering relationship with us and then for six years from the date they last concluded their volunteering. For unsuccessful volunteer applicants we will keep their information for 12 months after their interview. But we may remove it sooner if:

- your personal information is no longer required for the purpose that is was collected
- we are no longer lawfully entitled to process it or if you ask us to remove it
After these 12 months or six years we will delete or anonymise your information unless you tell us that you would like us to keep in touch for a longer period of time. We may write to you prior to the end of the six years to let you know what is happening and give you the choice.

However, please note special rules apply for certain information, e.g. health records. We have a number of information notices to give more information on different services you may be using. Please ask a Saint Michael’s team member about any specific retention periods that relate to the service that you are using.

We also have a data retention policy (available on request) that sets out the different periods we retain personal information in accordance with our duties under applicable data protection law and various legislative requirements. Some personal information may be retained by us in archives for historical research purposes and we do this in a manner that complies with applicable data protection law.

15. Your Rights
As part of your relationship with Saint Michael’s Hospice you have the following rights

**Right to be informed**
You have the right to be told how your personal information will be used. This notice and other policies and statements provide you with a clear and transparent description of how your personal information may be used.

**Right of access**
You can write to us to ask for confirmation of what information we hold on you and to request a copy of that information.

Provided we are satisfied that you are entitled to see the information requested and we have successfully confirmed your identity, we will give you your personal information (subject to any exceptions that apply).

**Right of erasure**
You have the right to ask us to erase your personal information at any time when specific circumstances apply. We will always endeavour to carry out your request where it is possible for us to do so. For example, for legal reasons as stated in Section 12, we may be required to store your data and this will mean that should you request us to remove any data we will not be able to do so until such time as these obligations are up. But, what we can do is make sure we minimise this information, only keep what is necessary and use it only for these legal purposes.

**Right of rectification**
If you believe our records of your personal information are inaccurate, you have the right to ask us to update those records.
You can also ask us to check the personal information that we hold about you if you are unsure whether it is up to date.

**Right to restrict processing**
You have the right to ask us to restrict the processing of your personal information if there is disagreement about its accuracy or legitimate usage.

**Right to object**
You have the right to object to processing where we are:

- processing your personal information on the grounds of legitimate interest
- using your personal information for direct marketing or
- using your personal information for statistical purposes
- where we rely on your consent to use your personal information, you have the right to withdraw that consent at any time

This includes the right to ask us to stop using your personal information for marketing or fundraising by electronic means (for example to be unsubscribed from our email newsletter list).

**Right to data portability**
Where we are processing your personal information:

- because you gave us your consent
- because such processing is necessary for the performance of a contract to which you are party or to take steps at your request prior to entering into a contract, and the processing is carried out by automated means

You may ask us to provide it to you – or another service provider – in a machine-readable format.

**Rights related to automated decision-making**
Where we take automated decisions (i.e. with no human involvement) in relation to your personal information; you have the right to ask us for human intervention or to challenge any such decision. We do not currently undertake automated decision-making.

If you wish to know more about any of the points above, have further questions or would like to raise a concern about the way in which your information is being used, please contact our Supporter Care Team on (01423) 878 628 or supportercare@saintmichaelshospice.org

**How to exercise your rights**
To exercise any of these rights, please send a description of the personal information in question using the contact details in this document. We reserve the right to ask for:

- personal identification
Please note that you may only use/benefit from some of these rights in limited circumstances. For more information, we suggest that you consult guidance from the Information Commissioner’s Office (ICO) or please contact us.

You have the right to make a complaint to the ICO about us or the way we have processed your personal information. For further information on how to exercise this right or contact them, please visit www.ico.org.uk/make-a-complaint/

16. Our website
We also collect information about how our website and other online platforms, such as social media is used and track which pages users visit and when they follow links in emails. We use this information to monitor and improve our website, services and activities e.g. to make our website, social media or advertising more visible to people who are looking to find our services or to see which services or events are of most interest. Where possible we use anonymous or aggregated data that does not identify individuals.

Our website does not generally collect personal information although many people choose to contact us via the website using emails, social media links, and forms contained on this website. These links generally take you to third party providers e.g. websites who we work with. You should make sure when you leave our site that you have read and understood that new site’s privacy policy in addition to our own. We have no control over the privacy practices of these other sites or providers and cannot guarantee the security of any information you transmit to us in this way, although we make sure that we do have procedures and security features to protect your information and seek to work with third parties who adequately protect your information under UK data protection law, as discussed in earlier sections.

If you use social media networks, such as Facebook to interact with us, we ask you also take time to consider how these sites may use your information and make sure you read and understand their privacy policies. We have no control over the privacy practices of these social media sites and cannot guarantee the security or any information you choose to share whilst using these platforms.

Our websites and social media do currently use cookies to help track the success of our online advertising and monitor the usage of these platforms. Cookies are text files placed on your computer to collect standard internet log information. They fall into different categories. Some cookies are necessary for normal website function. They do not store your personal data.

Currently the main cookie used on our website is a session cookie. This cookie allows the site to know a user is in the same session (visit) and will expire after the session ends. You may refuse to accept these cookies by activating the
setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site.

There are also cookies for analytics. We also use Google Analytics for our web analytics and work with Facebook to monitor our online advertising results. The cookies used here are Google Analytics cookies to determine new sessions, users, and traffic sources that explain how a user reached the site. They help us to understand how people use our website and improve the service we provide for you. Any information we collect and share as a result is anonymous and does not personally identify you. It does not contain your name, address, telephone number, email address or IP address.

The third categories of cookies we use are functional cookies. Many of these are provided by the third party cookies e.g. You tube. Without them links to them within our website won’t work.

For further information about cookies you can visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

17. Changes to the way we use your information
We keep our information notice under regular review and we reserve the right to update this information notice at any time. We will use our websites to update you when we make any substantial changes. We will also inform you in other ways from time-to-time about the processing of your personal information.
This privacy policy was last updated on 19 August 2019.