

PRIVACY NOTICE FOR VOLUNTEERS (PATIENT/PARENT/CARER/LAY/CLINICAL)

In accordance with the General Data Protection Regulation (GDPR), NCEPOD of Ground Floor Abbey House, 74-76 St John Street, has implemented this privacy notice to inform you, our volunteers, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

A) DATA PROTECTION PRINCIPLES

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- a) processing is fair, lawful and transparent
- b) data is collected for specific, explicit, and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- g) we comply with the relevant GDPR procedures for international transferring of personal data

B) TYPES OF DATA HELD

Personal data is any information about an individual from which that person can be identified. It does not include anonymous data which does not identify the individual.

We collect, store and use several categories of personal data on our volunteers in order to carry out effective and efficient processes. We keep this data in a personnel file relating to each volunteer and we also hold the data within our computer systems. It is your responsibility to keep us up to date with any changes to your personal details so that we can make sure that your personal data is accurate. If your personal details change, you must notify the contact you have as part of the study.

Specifically, we collect, store and use the following types of data:

- a) personal details such as name, title, phone numbers, email address, date of birth
- b) your gender, information of any disability you have
- c) information on your race and religion for equality monitoring purposes
- d) information relating to your volunteering with us.

C) COLLECTING YOUR DATA

You provide several pieces of data to us directly during the recruitment period and subsequently upon the start of your volunteering.

Personal data is kept in files or within the Company's IT systems.

D) LAWFUL BASIS FOR PROCESSING

The law on data protection allows us to process your data for certain reasons only. In the main, we process your data in order to comply with a legal requirement or in order to effectively manage the volunteer agreement we have with you.

The information below categorises the types of data processing, appropriate to your status, we undertake and the lawful basis we rely on.

Activity requiring your data	Lawful basis
Ensuring efficient reimbursement of expenses due to you	Legitimate interest
Making reasonable adjustments for disabled volunteers	Legal obligation
Making recruitment decisions in relation to your volunteering	Legitimate interest
Ensuring our policies and procedures are being followed, where appropriate	Legitimate interest
Maintaining up to date personnel records about you to ensure, amongst other things, effective correspondence can be achieved and appropriate contact points in the event of an emergency are maintained	Legitimate interest

E) SPECIAL CATEGORIES OF DATA

We carry out processing activities using special category data:

- a) for the purposes of equal opportunities monitoring
- b) to determine reasonable adjustments

Most commonly, we will process special categories of data when the following applies:

- a) you have given explicit consent to the processing
- b) we must process the data in order to carry out our legal obligations
- c) we must process data for reasons of substantial public interest
- d) you have already made the data public.

Special categories of data, defined by the UK GDPR are data relating to your:

- a) health
- b) sex life
- c) sexual orientation
- d) race
- e) ethnic origin
- f) political opinion
- g) religion
- h) trade union membership
- i) genetic and biometric data.

F) FAILURE TO PROVIDE DATA

Your failure to provide us with data may mean that we are unable to fulfil our requirements for entering into a volunteer agreement with you. This could include being unable to offer you a volunteering opportunity.

G) CRIMINAL CONVICTION DATA

We will only collect criminal conviction data where it is appropriate given the nature of your role and where the law permits us. These data will usually be collected at the recruitment stage, however, may also be collected during your volunteering. We use criminal conviction data to determine your suitability, or your continued suitability for the role. We rely on the lawful basis of legitimate interest to process this data.

H) WHO WE SHARE YOUR DATA WITH

Individuals within our company who have responsibility for recruitment of volunteers and administration of expenses will have access to your data which is relevant to their function. All individuals with such responsibility have been trained in ensuring data is processed in line with GDPR.

Data are not shared with third parties but an expense claim may be viewed as part of a random selection during the annual financial audit.

We have a data processing agreement in place with such third parties to ensure data is not compromised. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

We do not share your data with bodies outside of the European Economic Area.

I) PROTECTING YOUR DATA

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such.

J) RETENTION PERIODS

We only keep your data for as long as we need it for, which will be at least for the duration of your volunteering with us though in some cases we will keep your data for a period after your volunteer agreement has ended. Some data retention periods are set by the law.

K) DATA SUBJECT RIGHTS

You have the following rights in relation to the personal data we hold on you:

- a) the right to be informed about the data we hold on you and what we do with it;
- b) the right of access to the data we hold on you. More information on this can be found in our separate policy on Subject Access Requests;
- c) the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as 'rectification';
- d) the right to have data deleted in certain circumstances. This is also known as 'erasure';
- e) the right to restrict the processing of the data;
- f) the right to transfer the data we hold on you to another party. This is also known as 'portability';
- g) the right to object to the inclusion of any information;
- h) the right to regulate any automated decision-making and profiling of personal data.

More information can be found on each of these rights in our separate policy on your rights in relation to your data.

L) CONSENT

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

M) MAKING A COMPLAINT

If you consider your data rights have been breached, you can make a complaint to us at any time using any of the following methods:

- Email: mmason@ncepod.org.uk
- Post: Ground Floor Abbey House, 74-76 St John Street, London, EC1M 4DZ
- Telephone: 02072519060

More information is available in our separate policy on Data Protection Complaints below.

You can also raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

N) DATA PROTECTION COMPLIANCE

Our Data Protection Officer is:

Neil Smith
nsmith@ncepod.org.uk

Complaints Policy – data protection

INTRODUCTION

The Data Protection Act 2018 is the main law governing data protection. You have the right to complain directly to us if you consider that we have breached data protection laws because of the way we have handled your personal data (or the personal data of someone you are acting on behalf of). This Policy explains your right to complain and how we will handle your complaint.

ROLES AND RESPONSIBILITIES

- 1) Our Data Protection Officer (DPO) is responsible for handling data protection complaints within our organisation. They will work alongside other members of our organisation who have been identified as relevant to the investigation of each complaint.
- 2) All staff are responsible for recognising data protection complaints.
- 3) Staff who receive or identify a data protection complaint, whether in person, via social media or through any other channels, must inform Neil Smith or Marisa Mason as soon as possible.
- 4) We are committed to handling data protection complaints in line with our legal obligations and in an accessible, fair, transparent and timely manner. We will handle complaints confidentially and only share information where appropriate to investigate and resolve the complaint, as required or authorised by law or otherwise in accordance with our privacy notices.

TYPES OF COMPLAINT

- 1) Examples of a data protection complaint include (but are not limited to) the following:
 - the way we have responded to a subject access request (SAR), or other data rights request (see our separate 'policy on your rights in relation to your data' for information on individual data rights)
 - the security measures we have used to store your information (e.g. where you have been impacted by a data breach); or
 - how we have collected or used your personal information (e.g. where we have stored it, how long we have kept it for, or its accuracy).

This list is not exhaustive. You have the right to complain to us at any time if you consider that there has been an infringement of any of your rights in relation to your personal data. Information on how we handle your personal data is set out in our privacy notice.

- 1) Complaints about other matters that do not relate to data protection will not be treated as a data protection complaint. If you have a complaint that is not about data protection, please contact Marisa Mason mmason@ncepod.org.uk.
- 2) If we are not sure whether you are making a data protection complaint, we will contact you to clarify the nature of your complaint.
- 3) Employees who want to raise a grievance should do so under our grievance procedure.

- 4) If your complaint relates to whistleblowing, please read our separate whistleblowing procedure.

HOW TO MAKE A DATA PROTECTION COMPLAINT TO US

- 1) You can submit a complaint directly to us using any of the following methods:
 - Email: nsmith@ncepod.org.uk or mmason@ncepod.org.uk
 - Post: NCEPOD Ground Floor Abbey House, 74-76 St John Street, London EC1M 4DZ
 - Telephone: 0207 2519060

We will take appropriate steps to respond to data protection complaints that we receive from any other channels, including via social media.

- 2) We will comply with our duty to make reasonable adjustments to our data protection complaints process for disabled people under the Equality Act 2010. If you feel that you would benefit from any adjustments to our data protection complaints process, you should raise this with us when making your complaint.

COMPLAINTS MADE ON SOCIAL MEDIA

- 1) Although data protection complaints may be made on social media, we would advise that a complaint may be dealt with more efficiently and effectively if it is made using one of the methods set out above.
- 2) Where we identify a data protection complaint about our organisation on social media, we will take appropriate steps to respond to the complaint in line with this Policy. However, as responding on social media is not usually a secure way of providing information, we will ask the individual making the complaint for an alternative contact method that we can use to respond to their complaint.

COMPLAINTS FROM CHILDREN

We will respond to data protection complaints from children in plain, clear language they can understand at all stages of the complaints process. We will comply with our obligations to assess the competence of the child to understand and exercise their rights.

RESPONDING TO YOUR COMPLAINT

- 1) When we receive a data protection complaint, we will acknowledge receipt no later than 30 days from receiving it.
- 2) If we have any doubts about your identity, we may need to ask you for proof of ID before we respond to your complaint.
- 3) Complaints made on your behalf by a third party must be accompanied by evidence that the third party is authorised to act on your behalf. If this is not provided, we will contact the third party to ask that such evidence is provided before we respond to your complaint. If we are unsure whether a letter of authority is valid, we will contact you about this before we respond to your complaint.
- 4) We will take appropriate steps to respond to your complaint without undue delay, including making enquiries into the complaint and keeping you informed about the progress of our investigation and timescales for the next update or outcome.

- 5) We may need to contact you to request further information to assist with our investigation. It may take us longer to investigate and resolve complaints which are complex, serious or which relate to multiple data protection issues.
- 6) Following our investigation, we will inform you of the outcome of your complaint without undue delay, explaining our findings, whether the complaint is upheld (in whole or in part), any action taken or proposed, and, where no action is taken, the reasons for that decision.

COMPLAINTS ABOUT DATA PROCESSORS

Where we receive a complaint that relates to the processing of personal information by our service providers, we will ask them to provide us with information relevant to the complaint without undue delay and in line with our contractual terms with the service provider.

TRAINING

We will provide training for all staff on recognising a data protection complaint and what to do if they receive one, including where to direct a complaint within our organisation.

RECORD KEEPING

- 1) We will keep a record of:
 - the date we receive the data protection complaint
 - our acknowledgement
 - any relevant conversations and documents
 - the outcome of the complaint; and
 - any actions we take because of our investigation.
- 2) We will use these records to demonstrate compliance, for audit and monitoring purposes, training, to support consistent handling and to identify recurring issues, trends or areas for organisational improvements or remediation.
- 3) We will not retain personal data relating to complaints for longer than is necessary. More information on our retention periods is set out in our [privacy notice](#).

COMPLAINTS TO THE INFORMATION COMMISSIONER'S OFFICE (ICO)

- 1) You have the right to make a data protection complaint at any time to the Information Commissioner's Office (ICO).
- 2) The ICO's contact details are as follows:

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>