

## Privacy Notice for volunteers of Headway Devon

### Who is collecting your personal data?

Headway Devon collects the personal data of volunteers. We will ensure that the data given to us is processed in line with our organisation's Data Protection Policies and in line with your rights under the Data Protection Act 2017 and the EU General Data Protection Regulations. Should you wish to find out more about our Data Protection Policies please contact our Data Protection Lead, Ruth Wells, by calling 01392 211822 or emailing [ruth@headwaydevon.org.uk](mailto:ruth@headwaydevon.org.uk). If you need this information in another form please let a member of staff know.

### Why are we collecting your personal data?

As a volunteer of Headway Devon we need to hold your personal data on our data base. This includes your name, address, email address, telephone number, bank details, DBS results and next of kin. This information is used either for contacting you as part of our day to day operational needs such as delivering services and of course for emergency contact purposes. In addition, we record details of your expenses, email correspondence and general notes made by managers. This is so we can ensure that we support you and provide a high quality service. When your information changes or any health condition we are supporting you with changes we need you to inform us so that we can ensure your records are accurate.

### How we store your information

This information is held in our database and information is backed up to the cloud. Electronic information is also stored on a secure server in our central office. In addition to our electronic records, we also hold manual records in staff folders, which are stored in a secure cabinet at our central office. These files contain a manual record of the above and are for the convenience of our staff should we be unable to access the database in instances such a power cut or internet connection problems etc.

### Our legal basis for holding your information

It is necessary for Headway Devon to hold this information so that we can deliver our volunteering contract with you.

### Who we will share your personal data with?

In order to satisfy our legal obligations as an employer, it will be necessary for us to share your personal data with other organisations. We share your information with software providers. We ensure through strict data sharing agreements that any company we share data with are responsible and legally compliant with your data.

We would never sell your data to any third parties.

### How long will we hold your personal data?

All information on the database or in manual records is held for the entire time that you remain a volunteer of Headway Devon so long as it is accurate. If you apply to be a volunteer but are unsuccessful we will store your information for six months and then destroy it. Once you stop volunteering your data will be stored in full for six years depending on which is soonest. After that time your record will be destroyed securely.

## **Your rights**

You have the right to apply to us for a copy of the personal data being held and after we have confirmed your identity, we have up to one calendar month to get this information to you. We have the right to make a 'reasonable' charge for requests that are manifestly unfounded, excessive or repetitive.

You also have the right to instruct us to amend information that is incorrect and we must act within one month.

You have the right to request we erase your data and then we will investigate whether we can do so legally. If we are unable to do so we will inform you or we will erase your data within one month.

You have the right to ask us not to use your data. If we are unable to do so we will inform you.

You have the right to complain about the data that we hold and the way we hold and use that data.

## **Your right to complain**

In the event that you wish to complain about the way that your personal data has been handled by Headway Devon, you should write to the Data Protection Lead and clearly outline your case.

Ruth Wells, Data Protection Lead, The X Centre, Commercial Road, Exeter. EX2 4AD. Your complaint will then be investigated in accordance with our Complaints Procedure. If you remain dissatisfied with the way your personal data has been handled, you may refer the matter to the Information Commissioner's Office at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

## Photography and Videos Consent Form

In addition to written data, there will be instances at Headway Devon when photographs and video footage will be taken of clients and volunteers and sometimes film or videos made by the Press or television companies. Some of these images will be used for teaching, publicity and fundraising purposes and some may be uploaded onto "YouTube".

It is often quite likely that clients will also appear in those photographs or films, as will other employees who are not the intended subject.

It is important that we are able to protect your anonymity if you so wish, but equally important that we have your agreement to the publication / release of pictures or film if you should appear in them. Therefore we ask that you signify below your approval for the publication of such items if you are content to do so or alternatively to indicate your wish not to have them published.

We have to have your permission to take photographs or videos and you have the right to change your mind at any time. We will then make every effort to destroy anything that we have taken although if items have been published externally we may not be in control.

As a result, I would like to ask you to confirm that you agree for us to use and hold photographic and video images of you.

I..... **(name of employee)**

- 1) I am willing for any photo / film of me to be published or shown :

Signed: .....

Date: .....