



Privacy Notice

Service Users

Volunteer Dundee (VCD) needs to collect and use certain types of information about individuals who come into contact with VCD in order to carry out our work. VCD is what's known as the 'Controller' of the personal data you provide to us.

What personal data will we collect (dependent on service/group)

We may collect the following personal data about you.

name, address, email, phone number, volunteering interests, any relevant health information

This information varies depending on what service you are involved in.

The exact information will be specified in the consent form.

You must be aware that in many occasions to enable us to provide you with a service we may require certain "necessary information" from you and if you do not provide that information we may not be able to provide you with the service.

What are the purposes of processing the data (dependent on service/group- may need to add or delete)

VCD use personal data for the reasons listed below

- To provide you with a range of services
- For statistical information required by external agencies, government bodies, prospective and existing funders

Personal data, will, where relevant be anonymised to ensure that no identification of individuals is possible.

Lawful processing of personal data (dependent on service/group)

VCD can process this data because we 'legitimate interests' in holding this information to enable us to provide you a service or have gained explicit consent from you.

If you supply us with Health information we will require to get your explicit consent to share the relevant Health information on each occasion we share the information. We will inform you of the organisation it is being shared with and the purpose it is being shared for.

VCD may share data with other agencies such as the local authority, Health organisations, funding bodies and other voluntary agencies.



You will be made aware how and with whom their information will be shared. There are circumstances where the law allows VCD to disclose data (including sensitive data) without the data subject's consent.

These are:

- Carrying out a legal duty or as authorised by the Secretary of State
- Protecting vital interests of an Individual/Service User or other person
- The Individual/Service User has already made the information public
- Conducting any legal proceedings, obtaining legal advice or defending any legal rights
- Monitoring for equal opportunities purposes – i.e. race, disability or religion
- Providing a confidential service where the Individual/Service User's consent cannot be obtained or where it is reasonable to proceed without consent: e.g. where we would wish to avoid forcing stressed or ill Service Users to provide consent signatures.

VCD regards the lawful and correct treatment of personal information as very important to successful working, and to maintaining your confidence.

VCD will ensure that your personal information is treated lawfully and correctly.

What we do with your data

Information and records will be stored securely and will only be accessible to authorised staff and volunteers.

Information will be stored for only as long as it is needed or required statute and will be disposed of appropriately.

Your personal details will not be given to anyone outside VCD without your consent unless it is necessary for us to do so, i.e. in order to comply with the law, with police investigations or it is determined that there is risk of significant harm to either yourself or another person.

Information about your postcode, gender, ethnicity, status, age, may be disclosed to, for example, our funders, or in our Annual Report, but only in the form of statistics and not in any way that identifies you.

How long do we keep your data?

Information will be stored for only as long as it is needed or required statute and will be disposed of appropriately. Your data will be retained while you are still within our services. We will retain your information for no more than two years after you leave service.

What are your rights?



You have the right to access the information VCD holds about them. Individuals may exercise the right by making a written 'subject access request' (SAR). However, subject access goes further than this and an individual is entitled to be:

- told whether any personal data is being processed;
- given a description of the personal data, the reasons it is being processed, and whether it will be given to any other organisations or people;
- given a copy of the personal data; and
- given details of the source of the data (where this is available).

You have the right to receive a copy of the personal information that VCD holds about you, and to demand that any inaccurate data be corrected or removed.

You have the right to withdraw consent at any time. You can do so by contacting the data controller.

If you wish to access a copy of any personal data being held about you, you must make a written request for this. To make a request, please complete a **Personal Data Subject Access Request Form** which can be obtained from the Data Protection Officer. If a SAR is received VCD will respond within one month.

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated. **Contact** patcosgrove@volunteerdundee.org.uk

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk/>