

Volunteer Privacy Notice

We will process the personal information you provide for our legitimate charitable interests and to enhance the experience of our volunteers. This includes contacting you about relevant volunteering opportunities, news and events.

Welcare is committed to protecting the personal information which you provide to us. When you provide this information we are legally obliged to use your information in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (GDPR) which came into force on 25 May 2018. Everything we do, we do to ensure that we can help children, young people and families through challenges and crises. We collect personal data that enables us to provide support to service users and to provide you with an enriching and safe volunteering experience. For Welcare supporters please view our privacy notice available on the website. <https://welcare.org/news-listing/privacy-policy>

Please read carefully how we obtain and store your data. We ask for your consent to store the data listed. Please sign at the end of the document to confirm. If you have any concerns please contact the Volunteer Manager, who will be happy to discuss the protection and processing of your personal data.

What information will we collect about you?

During the application process

We collect data from your application form, meeting notes, your training record and any relevant correspondence. We also collect references from the referees you have provided on your application form. You may also be asked to complete a DBS check. We will view evidence of your identity prior to starting with Welcare and for completing your DBS. We will not store evidence of identity once it has been verified and added to your DBS application.

During your time volunteering with us

In addition to the information collected during your application process, to help us communicate directly with you and safely monitor your activities and provide support to you and the families you interact with, we gather the information set out in the table below.

We keep records of your interactions with families, supervisions, appraisals, any reports completed by you and any correspondence containing important information.

We use two main documents to collate the key information we store, these are the Volunteer Information Form and the Volunteer Interaction with Service Users form. These will be updated throughout your time with Welcare.

We will only store information that is necessary for the legitimate interests pursued by the data controller (Welcare) and in accordance with article 6 (1) (f) of the GDPR.

The Data We Collect	How We Use it
Name, Address, email address, contact numbers and photographs	We use this information in order to process your application and to maintain contact with you whilst you are volunteering with Welcare.
Previous employment, previous volunteering experience	You are asked to tell us about this on your volunteer application form. The information helps us assess your suitability for the role and understand the level of support you may need.
References	We contact the two referees you have provided on your application form. We send them a standard form that helps us assess your suitability for a volunteering role with Welcare.
Next of Kin (their name, phone number and relationship to you)	You supply us with the contact name and number of your next of kin. This information is stored in the case of an emergency. It is initially requested on your application form. We then asked you to check and confirm these details at your annual appraisal.
Information regarding your health and any additional support needs.	This information is initially requested on your application form. You may update with further information throughout your time volunteering with Welcare. The information ensures we can provide you with appropriate support during your time volunteering with Welcare.
Information related to availability and the reasons for periods of unavailability	To assess your suitability for volunteering with us, and for allocating future project and activities.
Records of your interactions with families including formal reports, observations and any correspondence in relation to the families you are interacting with.	The information may be provided by you or the children or families you support. The information helps us safeguard you and the family and monitor the effectiveness of our activities.
Supervision & Annual Appraisal	We record this information to help us monitor your volunteer experience and review your activities and the support you may require.
Volunteer Training Record, copies of certificates, qualifications, training completed	Your training record enables us to review your suitability for a volunteer role and future activities within Welcare.
Information related to project monitoring such as hours spent volunteering with Welcare	We will collect performance monitoring information to report to those who fund and support us and to monitor the impact of our activities. This also enables us to review and recognise the time you are dedicating to Welcare.
Volunteer Reference Information Sheet	When you leave Welcare, your line manager will complete the form including your dates volunteering with Welcare, roles completed and give comments of recommendation. This allows us to provide a reference for you.

How we store your information

Each volunteer has their own volunteer folder. A hardcopy of the folder is securely locked in central office. All electronic copies are password protected on our cloud based system. Your information is

kept securely and only staff with access to your service area's electronic folder, the Volunteer Manager and CEO have access to this information.

E-tapestry is a secure supporter database. Volunteer details are entered on the database which stores contact details, role and a record of the training you have attended.. The hours you volunteer for Welcare will also be recorded on e-tapestry. No records involving your interactions with service users will be recorded on E-tapestry.

Sharing your information

We will not pass on your personal details to anyone without your express permission except in exceptional circumstances when we are required to do so in compliance with a legal obligation. For example if there are child safeguarding concerns.

If you have given us your express consent to share your volunteering story, we may publish it in our e-newsletter or on our website.

To pay your expenses, the bank account details provided by you are shared with our outsourced finance partner who processes the payment. No account details are kept or stored in your volunteer folder.

Keeping information up to date.

It is important that the information we hold is up to date and relevant. To help us ensure this, we ask you to inform you line manager of any changes to your personal contact details. Your line manager will then update your details accordingly. Every year at your appraisal we formally ask you to confirm your contact details and those of your next of kin.

What happens to your information when you cease volunteering?

We only keep your data for as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations.

When you leave, your line manger will be asked to complete a volunteer reference information form and if possible, an exit interview. Once these are completed all your personal information is transferred to our central office and securely stored by the Volunteer Manager in accordance with our data retention and archiving policy.

We will retain your service user interaction forms and volunteer information form. Any correspondence relating to your recruitment or general correspondence will be securely destroyed after two years. Any information containing details relating to your interactions with service users may be kept for up to 7 years.

What is the legal basis for collecting and processing the data?

The lawful basis under the GDPR for collecting this information is:

Article 6(1)(a) You grant us your consent to collect the data listed in this document

Article 6(1)(f) – *Necessary for the purposes of legitimate interests pursued by the controller except where such interests are overridden by the interests, rights or freedoms of the data subject.*

Example: We will collect performance monitoring information as part of our safeguarding and to monitor the impact and safety of your activities.

Your rights

Under the General Data Protection Regulation, you have the right to:

Access your personal data by making a subject access request

Correction, erasure (deletion) or restriction of your information where this is justified

Object to the processing of your information where this is justified

You have rights in respect of the personal information we hold about you – these are set out in more detail

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights>

If you wish to exercise any of these rights or make a complaint, you can do so by contacting us at Welcare, 19 Frederick Crescent, London SW9 6XN, by email at info@welcare.org and by phone on 0207 820 7910. If you are dissatisfied with how we have collected, stored and processed your personal information, or with how we have responded to any of your rights, you may contact the data protection supervisory authority, the Information Commissioner's Office, <https://ico.org.uk/>

I agree that Welcare can collect and process my personal data as set out above.

Signed Date

Please print your name clearly

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