



# CLEVEDON CARE

## GDPR Privacy Policy Volunteers



### 1. What kinds of personal information do we collect?

We collect or use the following personal information as part of our volunteer recruitment, administration and operational purpose.

- Contact details of volunteer (e.g. title, name, address, telephone numbers)
- Marital status
- Date of birth
- Personal email address
- References
- Photographs for internal use, on the website when consent has been given and Driver ID card.

As volunteer drivers have to be processed for a Disclosing and Barring Service (DBS) check we also obtain the following in addition to the above.

- Driving licence details, car registration number
- A range of original ID documents to follow the DBS ID checking process and at least one of the documents must show the applicant's current address e.g. Passport, birth certificate, photo driving licence, marriage certificate, utility bill issued within the last three months. In addition full and continuous address history covering the last five years.

The above additional information is only seen by the Driver Coordinator (DC) for Clevedon Care, who initiates the DBS application electronically online via RSVP West with the Driver applicant present at the time, who is then required to complete the online application.

The applicant is advised directly by DBS of the outcome of the check and he/she has to let the DC know the certificate number. The individual keeps the certificate and the information is not retained by CC. RSVP keep a central record of the name, certificate number and date approved by DBS.

### 2. How do we collect your data?

- From volunteers directly
- Referees (external or internal)
- Security clearance providers (Drivers only)

### 3. How will your information be used?

Your data will be used for operational purposes only. A driver's card is written out containing their name and telephone number. The date and job number are recorded on this card when the booking is confirmed with the driver.



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The MBE for volunteer groups

The driver's name, telephone details and availability are added to the 'master' driver's list which is held on the personal computer of one of the Duty Officers and held in the office. This is referred to daily by Duty Officers to contact drivers.

Email addresses are added to an internal email distribution group to enable dissemination of information. Where consent has been given, volunteer's mobile numbers are added to the relevant WhatsApp group, which all volunteers have access to.

The driver's name is provided to the Client when a booking is confirmed and drivers can also provide their mobile numbers direct to the client when delivering them to their appointment if they so decide.

#### **4. How is your information stored?**

Application forms are completed by all volunteers and successful application forms are scanned to pdf and kept on the personal computer of the Secretary and is shared with Clevedon Care committee.

The Secretary maintains a database of Duty Officers and Drivers. The database is kept on the personal computer of the Secretary, and is shared with Clevedon Care committee.

The driver's cards are kept locked in a metal cabinet when the office is not used by Clevedon Care.

The 'master' driver's list is obscured from view and padlocked when the office is not used by Clevedon Care.

#### **5. Who do we share your information with? Do we pass any information about our Volunteers to other organisations?**

In some circumstances we may share information with Clevedon Care committee members and other volunteers. For example Duty Officer volunteers have access to driver names and telephone numbers as well as the WhatsApp group to enable them to contact the driver to arrange the required transport.

External security providers (RSVP & DBS) for drivers only.

#### **6. Do we hold any other statistics within the organisation?**

We hold information for management purposes on the number of jobs in a year, the locations visited, the number of jobs done by drivers annually and the numbers of telephone calls made per month.

#### **7. What are the grounds for holding your personal information with CC?**

We collect and process data for operational purposes and to manage the volunteer medical car transport service.



### 8. What should you do if your personal information changes?

Volunteers should tell us so that we have accurate information e.g. change of phone numbers, change of car.

### 9. Do we monitor your personal information?

We do not monitor phone calls from/to drivers, e.g. listening recording etc.

### 10. How long is your information retained by us?

Driver cards are retained for as long as they drive for us. Volunteers are removed from WhatsApp, email groups and the central database within a month of them resigning. Enrolment forms are retained for up to 12 months after a volunteer resigns.

### 11. Data Breach Notification

All personal data breaches for volunteers or clients must be reported immediately to the Secretary via email to [office@clevedoncare.org](mailto:office@clevedoncare.org).

We will investigate the circumstances of any loss or breach, to identify if any action needs to be taken. Action might include changes in procedures, where there will help to prevent a re-occurrence or disciplinary or other action, in the event of negligence.

We will notify the ICO within 72 hours, of a breach if it is likely to result in a risk to the rights and freedoms of individuals.

### 12. Changes to this GDPR privacy policy

We may have to update this information from time to time to reflect the changes to the Law and/or changes in our practice.

### Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.



# CLEVEDON CARE

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To make a data protection rights request, please contact us using the contact details at the bottom of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the bottom of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO at the following address:

Information Commissioner's Office: Wycliffe House, Water Lane, Wilmslow. Cheshire. SK9 5AF  
Helpline number: 0303 123 1113 Website: <https://www.ico.org.uk/make-a-complaint>

### Contact us

If you have any questions about this policy please contact the office either in writing, by phone, email or the contact form on our website.

Clevedon Care: The Secretary  
c/o YMCA, Marson Road, Clevedon. BS21 7NN

Telephone: 01275 343677 during office hours

Email: [office@clevedoncare.org.uk](mailto:office@clevedoncare.org.uk) Website: [www.clevedoncare.org](http://www.clevedoncare.org)