

Privacy notice for volunteers

How we will use your information before you join us

The information you give us will be used to help Citizens Advice East Herts progress your interest or application in becoming a volunteer. This is our 'legitimate interest' under data protection law.

Our legal basis for collection of special category data, including information about criminal convictions is consent.

Your information will only be seen by colleagues involved in the recruitment process, and will be stored securely.

We will keep unsuccessful application information for 12 months.

We share your data with third parties in order to obtain references, obtain background checks from third-party providers or necessary criminal records checks from the Disclosure and Barring Service for certain roles.

How we will use your information when you're a volunteer

If you are recruited as a volunteer, the information you give us will be used to help Citizens Advice East Herts support you within your volunteering role. This is our 'legitimate interest' under data protection law. This includes your application to volunteer with us, references, any other checks we have carried out, and other files that make up the volunteer record.

Our legal basis for collection of special category data, including information about criminal convictions is consent.

All volunteer information will be kept securely, and it will only be used by appropriate colleagues involved in supporting and managing volunteers, or dealing with issues such as quality, complaints or problems related to volunteers, this may include:

- Contacting volunteers when necessary or contact next of kin in case of an emergency
- Training records
- Making changes to role, support or equipment to improve accessibility
- Monitoring statistical details of our volunteers
- Providing ongoing support and supervision, including appraisals, to volunteers
- Monitoring the quality of advice given to clients
- Addressing problems or complaints
- Obtaining feedback about your volunteer experience

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The Citizens Advice service is a network of independent local Citizens Advice charities which Citizens Advice East Herts is part of, and of which National Citizens Advice is the membership body. National Citizens Advice will use your data in conjunction with data from other platforms, such as those that deliver digital and telephone advice (currently Connect and Live Engage). This will help us to measure the impact of volunteering, as well as to identify areas of improvements. When used by national Citizens Advice, this information will be anonymised and aggregated so that individuals are not identified.

How we will protect your data

We take the security of your data seriously and have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees, volunteers or trustees in the performance of their duties.

We will not transfer your data to countries outside the European Economic Area.

Your Rights

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner's Office website: www.ico.org.uk

If you have any questions about the use of your data, please contact the Chief Executive Officer Maxine Bromyard ceo@citizensadviceeastherts.org.uk.