

Privacy Information Statement for Communicare Volunteers

This privacy statement explains how we use the personal information we collect about you. Personal information is anything that can identify an individual. The processing of personal information is governed by the General Data Protection Regulation (the “GDPR”). Communicare in Southampton is the ‘data controller’ for the information we collect and use about you.

What information do we hold?

We hold personal data about you such as your name and address. We may also hold special category data about you, for example information about health conditions or religion. We hold this information in line with our Data Protection Policy which is available from the office.

How do we get your information?

As a volunteer you will have given us most of the information we have about you. We may also have information from other sources such as people who gave you references.

How will Communicare in Southampton process your personal information?

We will comply with our obligations under the “GDPR” by keeping your personal information up to date; by storing and destroying it securely either on paper or online; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that processes are in place to protect your personal information.

How long do you hold my information?

In summary we hold information about volunteers from the time you sent in your application form until 6-7 years after the date you resigned. If you have been involved in any ‘serious incidents’ we will hold that information for 10 years from the year of the incident unless we need to keep it longer for legal reasons. Full details can be found in our ‘data retention policy’ which you can request from our main office.

We hold financial records for 7 years which includes any donations you gave us or any expenses we reimbursed you.

If you do not complete the application process and become a Communicare Volunteer we will only keep your information for up to 2 years from the last date we had contact with you.

How will we use the information about you?

We will use the information we have about you to support your volunteering, for example to match you with an appropriate client. We will contact you with information updates and to ask you how your volunteering is going.

What is our legal basis for holding your information?

We process your personal information upon the legal basis that it is necessary for the ‘legitimate interests’ of Communicare, in other words we need it to run our organisation and meet our organisational mission of helping neighbours in need. Where we hold special category data our additional legal basis is that we are a

non-profit organisation who process your information with appropriate safeguards. Please see our data protection policy for more details.

Access to your information

You have the right to request a copy of the information that we hold about you. We will need some proof as to who you are so we may ask you some questions or ask for some ID. If you would like a copy of some or all of your personal information, please email enquiry@communicareinsouthampton.org.uk or write to Communicare in Southampton, Amplevine House, Dukes Road, Southampton SO14 0ST.

You may ask us to correct or remove any information if you think it is inaccurate.

What if I don't want you to keep my information?

If you don't want us to keep your information you should email enquiry@communicareinsouthampton.org.uk or write to Communicare in Southampton, Amplevine House, Dukes Road, Southampton SO14 0ST. In some circumstance we may decide that we have an overriding legitimate interest for continuing to keep some or all of your data. In this case we will contact you to let you know.

How to contact us

Please contact us if you have any questions or complaints about our Privacy Policy: email enquiry@communicareinsouthampton.org.uk , phone 023 8250 0050 or write to Communicare in Southampton, Amplevine House, Dukes Road, Southampton SO14 0ST.