

Leicestershire County Council Fair Processing Notice for Volunteers

Many thanks for agreeing to volunteer within your local community. As part of the Council's ("we" or "us") responsibilities to you, in this document we will explain how we will use your personal information.

When we talk about using¹ personal information, we mean all the things we might do with your personal information including collecting it, storing it, altering it, accessing it or sharing it.

To explain our approach, we have set out some answers to questions that volunteers may reasonably expect to raise.

What information will you need from me?

1. In all cases we will ask for the volunteer's contact details e.g. name, address, phone number, email address. We may ask for bank details so that we can pay volunteer's expenses.
2. Depending on the nature of the activities being planned, we may ask for further information e.g. clothing sizes if protective equipment is to be provided. Similarly, if it is anticipated that a volunteer will use a vehicle, we may ask for licence and insurance details.
3. In some cases, we may ask health related questions to ensure that everyone is kept safe and well. We may also ask for contact details of another person e.g. a family member or a friend, so that we have someone to contact in the unlikely event of an emergency. Broadly, we ask for the least amount of personal information which is needed to perform the volunteering role and keep everyone safe.
4. In cases of volunteers undertaking regulated activities with children or vulnerable adults it is necessary for us to obtain criminal offence data, including making relevant checks.
5. We may ask for information regarding an individual's protected characteristics e.g. age, race, marital status etc. to help us ensure we are an inclusive organisation. Volunteers are not under any obligation to provide equalities information if they would prefer not to do so.

Why do you need that information?

6. We need information to stay in touch with volunteers, to organise and plan volunteering activities, to improve our services and to comply with our legal obligations. We may wish to contact you to provide additional information such as our volunteering news, training and event invites, changes to our services and volunteering opportunities from internal and external partners etc. We will only do this when you provide us with your consent which you can withdraw at any time.

Will you share my personal data with anyone else?

7. We will not sell your personal data or share it for any commercial gain. However, there are some circumstances whereupon it may be necessary for us to share information with third parties.

¹ Often referred to as "processing"

8. This may include situations where we are planning activities with another organisation, including contractors, where we are organising pickups or where information is held by an external IT service provider.
9. Exceptionally, it may be necessary for us to share information with an outside body e.g. for safeguarding reasons or in connection with the prevention or detection of crime or fraud.

Where do you keep my information?

10. Volunteer's information is mostly held digitally on a database and the Council goes to great lengths to ensure that all the information is held securely and that it cannot be accessed by third parties. Our networks are kept secure using the appropriate safeguards. We will not send your personal data outside of the UK / Europe.
11. Only IT professionals and officers involved in supporting volunteers have access to volunteer's personal information.

Is it lawful for you to use my information?

12. We are bound by data protection law; we will only use your personal information when it is lawful for us to do so.
13. Our lawful bases for processing your personal information are public task and, in some circumstances, legal obligations. We would only expect to process particularly sensitive information, e.g. health data, to make adjustments for volunteers with disabilities or health and safety purposes. Our lawful bases for processing your personal data are public task and in some circumstances legal obligations. We would only expect to process particularly sensitive information² (e.g. health data) in very restricted circumstances such as equality monitoring. When you sign up to our volunteering news, training events and invites we rely on your consent.

Where we rely on your consent, you are free to decide whether to provide it and you are entitled to withdraw it at any time.

14. Subject to exceptions, we are also expected to comply with data protection principles. This includes an obligation to act fairly and transparently when we use your personal information.

How long will you keep my information?

15. There is a general obligation not to keep personal information for longer than is necessary². However, local authorities are obliged to retain information for a range of statutory and public accountability reasons.
16. We may also retain information for the Council's own legitimate purposes, e.g. to deal with civil claims connected to the volunteering activity. Information held in connection with potential liabilities is generally held for a minimum of six years.
17. Where any information related to volunteering activities becomes part of social care records then it may be held for a significantly longer period. Under current law, local

² Article 5(1)(e) of the GDPR

authorities will generally expect to preserve children's records for a period of 35 years³.

Do I have rights in relation to the use of my personal information?

18. Yes. For example, you have the right to request access to your personal information⁴. You have the right to ask us to rectify your personal information if the information we hold is inaccurate. You also have a qualified right to object to the processing of your personal information⁵.

Further information

19. When collecting personal information, we are legally required to give you the following information:

Data Controller: Leicestershire County Council. Glenfield, Leicester, LE3 8RA.
Data Protection Officer: Colin Lench, informationgovernance@leics.gov.uk.

20. If you are unhappy with the way your data has been handled or if you need to contact Leicestershire County Council's Data Protection Officer, please contact the Information Governance Team: informationgovernance@leics.gov.uk.

21. If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioner's Office. If you do wish to contact them, their details can be found below:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Telephone: 0303 123 1113
Website: www.ico.org.uk
Email: casework@ico.org.uk

³ R(C) and Northumberland County Council and the Information Commissioner [2015] EWHC (Admin) 2134

⁴ Article 13, Article 15 of the GDPR

⁵ Article 21 of the GDPR