

Information for volunteers



Easy Read



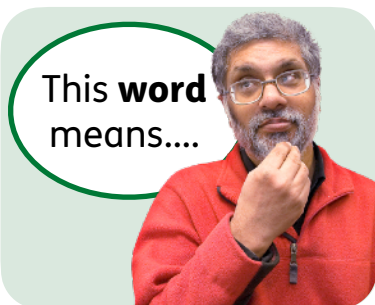
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This booklet is from
Leicestershire County Council.



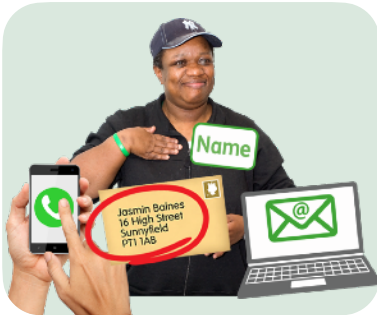
Thank you for saying you will
volunteer in your local area.

Volunteers are people who give their
time to help without getting paid for
it.



This booklet explains how we will use
your personal information like your
address or phone number.

Information we need from you



We need to know your contact details, including your name, address, phone number and email address.



We may also ask for your bank information if we agree to pay your **expenses**.

Expenses are money you pay to come and volunteer, like the cost of a bus ticket.



If you need to wear special clothes to volunteer, we may ask for your clothes size.



If you are going to drive whilst volunteering, we need to see your driving license and **insurance** details.

Insurance is protection for when something goes wrong. You pay money to an insurance company and they pay out if things get lost, stolen or broken.



To keep you safe and well, we may need to ask you for information about your health.



We may also ask for the contact details of one of your family or friends.



This is so we can contact them if there is an emergency.



If you are going to work with **vulnerable adults** or children we need to check you have not broken the law.

Vulnerable means you might need help and support to stay safe and well.

To help make Leicestershire County Council a fair organisation we may ask about:



- Your age.



- If you are married.



- Your **race** - this is about a person's background. It includes:
 - The person's skin colour.
 - The country they come from.
 - Where their family comes from.



You do not have to tell us this information if you do not want to.

Why we need this information



We need this information to:

- Stay in contact with our volunteers.



- Organise and plan activities.



- Make our services better.



- Make sure we are following the law.

Who we will share this information with

We may have to share your information with other organisations if we are:



- Planning activities with another group.



- Organising travel.



- Working with a computer service.



Sometimes we may need to share your information with other organisations to keep you safe.



We will never sell your information to make money.

Keeping your information safe



We keep most of your information on a computer.



Your information is kept safe, and only people who work for the council can see it.



We follow the law when keeping your information safe.



We will not keep your information for longer than we need to.



We might also keep information to deal with problems that happen with volunteering.



We usually keep your information for at least six years.



When information about volunteering is added to **social care records**, it may be kept for a long time.

Social care records are written information about the help people need with everyday things, like washing and eating.



Children's social care records could be kept for 35 years.

Your rights as a volunteer



Rights are things that every person should have by law. Like the right to be safe, the right to education, the right to be respected.

You have the right to:



- Ask to see the information we are keeping about you.



- Ask to change any information we have about you that is wrong.



- Say that you do not want us to use your information.

For more information

You can contact:



- Our **Data Controllers**.

Data Controllers are people in charge of looking after your information.



Their address is:

Leicestershire County Council,
Glenfield,
Leicester,
LE3 8RA



- Our **Data Protection Officer**.

A **Data Protection Officer** is a person who makes sure that information is kept safe and private.



Their email is:

informationgovernance@leics.gov.uk



If you are unhappy with how your information is being used, you need to contact the Leicestershire County Council's Data Protection Officer.

The Information Commissioner's Office



If you are still unhappy with how we use your information, you can complain to the **Information Commissioner's Office**.

The **Information Commissioner's Office** helps companies to keep personal information private and follow the law.



The Information Commissioner's Office would like you to contact the council first before them.



To contact the Information Commissioner's Office you can:

- Call:
0303 123 1114 (local rate)
01625 545 745 (national rate)
- Look at their website:
www.ico.org.uk
- Email: casework@ico.org.uk

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