



Tŷ Hafan Privacy Notice - Volunteers

At Tŷ Hafan we are committed to respecting and protecting your privacy by ensuring we process your data securely and transparently. This notice explains how we collect, use and store personal information about you.

We may change the terms of this privacy notice from time to time and will notify you of any changes. If you have any questions regarding our use of your information, please email dataprotection@tyhafan.org or write to Data Protection Officer, Tŷ Hafan, Hayes Road, Sully CF64 5XX.

This notice applies to all current and former Volunteers.

Who we are

Tŷ Hafan, the hospice for children in Wales is a registered charity (No: 1047912) and charitable company limited by guarantee (No: 307406), registered in Wales.

In this privacy notice, 'we' also includes our two trading subsidiaries:

- Crackerjackpot Ltd operates the Tŷ Hafan lottery. It is a company limited by guarantee, registered in Wales (No: 08221671) and licensed with the Gambling Commission.
- Tŷ Hafan Trading Ltd manages our retail operation including our shops, warehouse and online trading outlets. It is a company limited by guarantee, registered in Wales (No: 05129825).

The registered address of all three entities is Hayes Road, Sully CF64 5XX

The types of personal data we process

We may collect, store and use the following types of personal information about you:

- Personal contact details such as name, address, email, phone number,
- Date of birth.
- Gender
- Marital status
- Next of kin contact details
- References collected as part of the recruitment process
- Previous employment or volunteering records
- Photographs and/or video recordings
- Criminal convictions and offences
- CCTV footage

We may also collect, store and use the following types of special category personal data:

- Occupational health and medical reports, health and disability information
- Information about your race, religious beliefs and ethnic origin

How we collect information about you

We collect data about you in a variety of ways and this will usually start with our volunteer application process where we will collect the data from you directly. This includes the information you would normally include in a CV, application form and/or a recruitment cover letter, or notes made by our recruiting officers during a recruitment interview.

Further information will be collected directly from you when commencing volunteering, for example, your next of kin details and proof of identity in the form of official documentation such as your driving licence, passport or other evidence. Data is also collected during your volunteering as review documents, file notes etc.

We will collect data about you from third parties when gathering references or completing a criminal record check.

Why we hold your personal data

- to process your volunteer application
- for administrative purposes relating to your volunteering activity
- to inform you about volunteering opportunities and events
- to communicate with you regarding Tŷ Hafan's work, fundraising and events
- to conduct surveys, research and gather feedback
- to comply with applicable laws and regulations, and requests from statutory agencies
- for security or insurance purposes
- Information relating to grievances or complaints
- Personal development information including training records

We may also process your personal information in other circumstances provided we have a legal basis to do so.

Our legal bases for processing your information

The law on data protection allows us to process your data for certain reasons only. Our legal bases for processing are as follows:

Processing as a Legal obligation

- Making reasonable adjustments for disabled volunteers

- Carrying out Disclosure & Barring Service (DBS) checks
- Dealing with legal claims made against us
- Preventing fraud.
- Reviewing expert medical opinion when making decisions about your fitness to volunteer
- Driving licence checks if you will be driving a Tŷ Hafan vehicle

Processing with Consent

- Issuing references at your request
- Using your personal data for marketing purposes e.g. taking your photo, filming you or interviewing you for a press release, case study or appeal
- Receiving marketing communications by email, text or telephone

Processing in our Legitimate Interests

| Processing Purpose | Our Legitimate Interest |
|--|---|
| Processing your volunteer application | Due diligence |
| Maintaining comprehensive up-to-date personnel records about you to ensure, amongst other things, effective correspondence and appropriate contact points in the event of an emergency | Efficient running of the charity |
| Assessing training needs | Ensuring volunteers have access to training and development |
| Monitoring access to and usage of systems | Ensuring proper usage of our administrative and IT systems and maintaining network security |
| Providing an ID card | Maintaining site security |
| Contacting your next of kin or other relevant contact in case of an emergency | Contacting and notifying next of kin in case of emergency |
| Sending marketing communications by post | Raising funds for the ongoing running of the charity |
| Gathering feedback or conducting surveys | Efficient running of the charity |

How long we keep your personal information

In line with data protection principles, we only keep your data for as long as we need it for during your volunteering with us. Most of the information in your volunteer personnel file is retained for three years after you leave Tŷ Hafan. After this period it is deleted or shredded.

Sharing your information

Your personal data may be shared with third parties for the following reasons:

- To facilitate a DBS check
- To obtain advice from our legal or HR advisors regarding personnel issues
- For insurance purposes

We may also need to share your personal data with third parties to comply with a legal obligation.

How we protect your information

Personal data is kept in personnel files or within the Company's HR and IT systems.

We take all reasonable care and precautions to protect your information and use a combination of both physical and technical measures.

Access to your personnel file is restricted to specific members of staff and employees who receive data protection training to ensure any personal data is handled and processed appropriately.

Our computer network is guarded by firewalls and kept in a secure environment on servers located within the European Union.

Some of our premises have CCTV installed. This is for security reasons and the footage is only held for a maximum of 30 days unless we are required to disclose the images for legal reasons.

Unfortunately, the internet is not completely secure and although we will do our best to protect your information, we cannot guarantee its complete safety and any information provided is at your own risk.

Your rights

If you think any of the information, we hold on you is incomplete or inaccurate, you have the right to have this rectified. Please contact us and we will check its accuracy and correct it.

You have the right to request a copy of your personal information held by us. To make an access request, please send a request via email to dataprotection@tyhafan.org.

If you feel we should no longer be using your personal information, you can request that we stop using or erase the information we hold on you. We will confirm that the information has been restricted, anonymised or removed. However, we may not be able to comply with your request if there are legal reasons which require us to keep your information.

To exercise any of your rights under data protection law, please contact Data Protection Officer, Tŷ Hafan, Hayes Road, Sully CF64 5XX or email dataprotection@tyhafan.org.

How to make a complaint

If you would like to make a complaint about the processing of your data, please contact the Data Protection Officer at the address above. If you are not satisfied with our response, you can complain to the Information Commissioners Office (ICO) by calling their helpline on 0303 123 1113 or via their website www.ico.org.uk/concerns

Changes to this Privacy Notice

This Privacy Notice was last updated on 25/03/2019