

VOLUNTEER PRIVACY NOTICE

Purpose of this Privacy Notice	This Privacy Notice tells you what to expect us to do with your personal information during your application and placement as a volunteer.
Our Contact Details	Positive Futures 2b Park Drive, Bangor, BT20 4JZ 028 9147 5720 dataprotection@positive-futures.net
What information we collect and use and why	We collect or use the following personal information as part of volunteer recruitment, administration and management • Contact Details (e.g. name, address, telephone number, personal email address) • Date of Birth • Gender • Marital Status • Next of kin or emergency contact details • References • Details of any criminal convictions (e.g. Access NI) • Training and development needs We also collect the following special category information for volunteer recruitment, administration and management • Health information Our lawful bases for collecting or using personal information for volunteer recruitment, administration and management is: • Legal obligation • Legitimate interest • Consent Positive Futures has a legitimate interest in processing information for volunteer recruitment, administration and management to assess your suitability as a volunteer, to support you to provide safe and effective support to the people we support and to ensure your safety for the duration of your placement.

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Where we get your personal information from	We collect your personal information from the following places: • From volunteers directly • Referees • Security clearance providers
How long we keep information	We will hold records that contain your information for no longer than is necessary, as per the retention periods specified in our Records Retention and Disposal Schedule
Who we share information with	Your information is shared with the Volunteer Supervisor and the relevant service/department Manager as appropriate. Positive Futures use third parties (data processors) who are responsible for processing personal information on behalf of Positive Futures such as our training provider
Automated Decision Making	Automated decision-making only applies to recruitment screening processes.
Data protection rights	Under data protection law, you have rights including: • Right of access – you have the right to ask us for copies of your personal data • Right to rectification – you have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete • Right to erasure – you have the right to ask us to erase your personal data in certain circumstances • Right to restrict processing – you have the right to ask us to restrict the processing of your personal data in certain circumstances • Right to object to processing – you have the right to object to the processing of your personal data in certain circumstances

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	• Right to data portability – you have the right to ask that we transfer the personal data you gave us to another organisation or to you in certain circumstances • Right to withdraw consent – when we use consent as our lawful basis you have the right to withdraw your consent You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you. To make a data protection request please contact us using the contact details at the top of this privacy notice
Transfers of personal data to any third countries or international organisations	We store and process personal data within the European Economic Area (EEA). We use external service providers, including cloud-based systems such as Microsoft 365. In limited cases personal data may be accessed from outside the EEA (for example for support purposes). Where this occurs, appropriate safeguards are in place to protect your data in line with data protection law.
How to complain	If you have any concerns about the use of your personal information you can make a complaint to us using the contact details at the top of this privacy notice. We will investigate your complaint and respond within a reasonable timeframe in line with data protection law. If you are not satisfied with our response or remain unhappy with how we have used your information you can also complain to the Information Commissioner's Office (ICO) The ICO's address: Information Commissioner's Office Wycliffe House Water Lane

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Wilmslow
Cheshire SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

You have the right to complain to the ICO at any time, however they will usually expect you to have raised your concern with us first.