

## Privacy Notice for Current and Former Volunteers

### INTRODUCTION

This privacy notice tells you what to expect when we collect information from current and former Volunteers.

Vivacity Culture and Leisure (Vivacity) is the data controller for the information you provide unless otherwise stated.

#### **What will we do with the information you provide to us?**

All of the information you provide will only be used fulfil contractual, legal or regulatory requirements.

We will not share any of the information you provide with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

#### **What information do we ask for, and why?**

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

We may have to process some of the information to comply with legal obligations and our legitimate interests

### BEGINNING VOLUNTEERING

All offers of volunteering roles are made subject to certain conditions and we will ask you for information so that we can carry out pre checks. Your offer of volunteering role may be withdrawn if you do not satisfactorily meet these conditions. We are required to confirm your right to volunteer in the United Kingdom and we will contact your provided references, we will presume you have got consent from and pre-informed the provided references. If you will be driving for your volunteering role, we will also require access to your driving licence and car insurance and MOT details. **Certain roles are also subject to Disclosure and Barring Service checks.**

#### **You will, therefore, be required to provide:**

- Proof of your right to volunteer in the UK – you will be asked to attend our office with original documents and we will take copies
- Contact details for employment/education referees covering the last two years of employment/education - we will contact your referees or the HR department of your former employer(s) directly to obtain references

#### **You may also be required to provide:**

- **Three identification documents in line with DBS requirements**

**If your role is subject to a DBS check we will ask you to log in to our DBS provider website and complete an application for a check via the Disclosure and Barring Service, or Access NI, which check your police record. Should the check result in a positive trace we will ask you to disclose the details of the**

**trace and we will be unable to deploy you if you refuse to do so.**

#### **We may also ask you to complete the following:**

- Application form – to make sure we have all the information we need including your personal email address so that we can send correspondence to you
- Bank details –(Optional) to process expenses payments
- If appropriate during the application process we may also ask for your consent to share this information with Company first aiders. You may choose to withhold consent for this without any effect on your offer of volunteering role. **We may share this information with first aiders and medical professionals without your consent in an emergency situation.**
- Emergency contact details – so we know who to contact in case you have an emergency at work

You will also be asked to provide equal opportunities information. This is not mandatory information – if you don't provide it, it will not affect your offer of volunteering with us. This information will not be made available to any staff, in a way which can identify you. Any information you do provide, will be used only to produce and monitor equal opportunities statistics.

### DURING VOLUNTEERING

While you are volunteering with us we will hold a volunteer file for you, which will include all of the details you provide us with on joining and other information which is gathered during your time with us, such as your training record and different roles you have taken up during your time with us.

### ENDING VOLUNTEERING

Once you have left the Vivacity we will hold all the information in your volunteering file for 2 years. We will keep your name, position on leaving and volunteering dates indefinitely for referencing purposes. You can ask for us to remove this information if you wish, but we would then be unable to respond to any reference requests.

### USE OF DATA PROCESSORS

Data processors are third parties who provide elements of our volunteering service for us. We have contracts in place with our data processors. This means that they cannot do anything with your volunteering information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct. Third party data processors may include our HR, IT, insurance and legal partners. Your personnel records will be held on our internally used volunteering records system which is provided and maintained by a third-party provider.

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### YOUR RIGHTS

Under the General Data Protection Regulation, you have rights as an individual which you can exercise in relation to the information we hold about you. These are:

- The right to be informed about how we use your personal data and your rights – we do this through this privacy notice
- The right to access data we hold on you – details can be found under “access to personal information” below
- The right to ask us to rectify information which is incorrect
- The right to ask us to erase information – although if we need to keep the information we may have to refuse your request

### COMPLAINTS OR QUERIES

Vivacity tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention in the first instance, if they think that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Vivacity’s collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you have contacted us and are unhappy with our response, and want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner’s Office:

[www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).

### ACCESS TO PERSONAL INFORMATION

Vivacity tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a ‘subject access request’. If we do hold information about you, we will:

- Give you a description of it
- Tell you why we are holding it
- Tell you who it could be disclosed to
- Let you have a copy of the information

To make a request for any personal information we may hold you need to put the request in writing to the address provided below.

If we do hold information about you, you can ask us to correct any mistakes by, once again, writing to the address provided below.

### HOW TO CONTACT US

If you want to request information about our privacy policy, you can email:

[volunteering@vivacity.org](mailto:volunteering@vivacity.org)

or you can write to:

Volunteering  
Vivacity Culture and Leisure  
Central Library  
Broadway  
Peterborough  
PE1 1RX