

# Privacy Notice for Volunteers

## 1.0 Introduction

Ulster Wildlife is committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you during and after your volunteering relationship with us, in accordance with the General Data Protection Regulation (GDPR).

This notice applies to current and former volunteers. It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using your information.

## 2.0 Data Protection Principles

We will comply with data protection law. This says that the personal information we hold about you must be:

- used lawfully, fairly and in a transparent way;
- collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- relevant to the purposes we have told you about and limited only to those purposes;
- accurate and kept up to date;
- kept only as long as necessary for the purposes we have told you about;
- kept securely.

## 3.0 The kind of information we hold/process about you

Ulster Wildlife will collect, store and use the following categories of personal data about you:

- Personal contact details such as name, title, address, telephone numbers and personal email.
- Age if you are under 18 years old and parental consent to volunteer.
- Emergency contact information.
- Start date/End date of volunteering and volunteering attendance record.
- Copy of driving licence if using Ulster Wildlife vehicles.
- Training records.
- Details of volunteer expenses and travel claims.
- Photographs.
- Details of websites visited using company-provided internet access, emails and messages sent and received and other correspondence, and work-related social media.
- Your contact preferences.
- Access NI check confirmation (if applicable)

We also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your health, including any relevant medical conditions.
- Information about criminal convictions and offences.

## 4.0 How we collect this information

We collect information directly from you through the application process, during induction and throughout your volunteering with Ulster Wildlife. We may also collect additional information from third parties including former employers or volunteer placement providers or other background check agencies including Access NI. The information collected on your volunteer registration form is also held on a secure database.

## 5.0 What we use information about you for

As an Ulster Wildlife volunteer, we collect your personal data principally for our management and administrative use only. For example so that we can:

- Inform you of changes to planned volunteer work programmes that you may be taking part in
- Administer Volunteer Expenses Claims
- Inform you of the positive impact you have on our work, eg by sending you a volunteer newsletter
- Invite you to dedicated volunteer thank-you events
- Make you aware of other volunteering opportunities that we think you would be interested in

Occasionally, the information we hold may include sensitive data relating to your health and data held for equal opportunities monitoring purposes.

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- where we need to perform the volunteering contract we have entered into with you;
- where we need to comply with a legal obligation;
- where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests;
- where we have gained your specific consent.

We may also use your personal information in the following situations, which are likely to be rarer:

- where we need to protect your interests (or someone else's interests); and
- where it is needed in the public interest or for official purposes.

## 6.0 What are the legal grounds for our processing of your personal information

As a data controller, we have to have a lawful basis or bases for processing your personal data, and have to inform you of the fact that your data is being processed.

Ulster Wildlife processes personal data on the following bases:

1. **For the performance of a contract (i.e. your volunteering agreement with us):** We process data relating to your name and address, expenses claims, start and finish dates, Access NI checks, volunteering hours to enable us to perform our obligations to you under your volunteering agreement.
2. **For the protection of our legitimate interests:** We process your personal data to ensure that our legitimate interests in running our operations in an efficient manner and in compliance with the law including data about your whereabouts, time keeping, conduct, to ensure that we maintain a safe working environment, to ensure that we comply with our obligations in respect of equal opportunities and to establish, present and defend legal claims or to seek advice on handling situations, to keep training records, driving licences (where applicable), use of vehicles in connection with your volunteering, data from any CCTV used in relation to our activities, records of any drug or alcohol testing undertaken, records of criminal convictions that may impact on your volunteering, details of health where capability for volunteering or safety may be an issue, and details of disabilities in order to comply with our obligations to disabled volunteers.
3. **Where it is necessary to protect vital interests:** We keep and process data of emergency contact details and any particular medical conditions of volunteers, or your whereabouts, or volunteer-related travel in order to ensure that your vital interests are protected in the event of an emergency.
4. **We process data on the basis of consent:** where you agree to it, for example, if you agree to provide consent to a medical report, or with regards to use of photographs during your volunteering. We also provide additional information on our work such as our campaigns or fundraising appeals on this basis.

## 7.0 Sharing Your Information

We will never sell your information and will never share your information with third parties for the purposes of marketing. Ulster Wildlife will from time to time need to make some of your personal information available to legal and regulatory authorities eg to auditors and lawyers, and where it is necessary to administer the volunteering relationship with you or where we have another legitimate interest in doing so to other parties which provide products or services to the Company (such as IT systems suppliers, HR and health & safety consultants). We may also be required to disclose volunteer data to project funders for the purpose of audit.

We have contracts in place with all our third-party service providers. This means that they cannot do anything with your personal information unless we have instructed them to do it. We do not allow our third-party service providers to use your personal data for their own purposes. They will not share your personal information with any organisation apart from us unless we give them our consent. They will hold it securely and retain it for the period we instruct.

The following third-party service providers may process personal information about you for the following purposes:

### **Edwards & Co. Solicitors – legal advisors**

Edwards & Co. provide advice on all legal matters for Ulster Wildlife. It is possible therefore that your personal information could be shared with them in the context of a genuine business need to obtain legal advice.

### **Think People – HR Consultants**

Think People provide HR advice to Ulster Wildlife on all aspects of human resources management including volunteers. This includes in relation to any capability assessment, performance issues and complaints relating to volunteering/volunteers. Ulster Wildlife will try to anonymise queries whenever possible but it is likely that some element of personal data may be shared with them in relation to a volunteering query which could include sensitive personal data in relation to sickness or disability.

### **Health Matters NI – Health & Safety Consultants and Occupational Health Providers**

Health Matters NI provide our Occupational Health service. As part of your registration we may ask that you complete a questionnaire which will help to determine if you are fit to undertake the volunteering activity that you have been offered, or advise us if any adjustments are needed to the volunteering environment or systems so that you may work effectively. If an occupational health assessment is required, this is likely to be carried out by Health Matters NI.

During your volunteering with Ulster Wildlife, we may also seek advice from Health Matters NI regarding a volunteer's health, for the purpose of compliance with our health and safety and our occupational health obligations, to assist with management decisions relating to whether a volunteer's health affects their ability to carry out their role, and whether reasonable adjustments are necessary to assist volunteers with a disability.

### **Cara Networks – IT and Network Providers**

Cara Networks manage our computer network and servers. As such they have access to all files, email and data saved on our computer system. Ulster Wildlife has a contract in place with Cara Networks and they will only access personal information if a member of Senior Management or the IT Officer has instructed them to.

In addition, we hold your information securely and limit access to your personal information to those employees who have a business 'need to know' through restricted access folders and lockable storage. They will only process your personal information on Management instructions and they are all subject to a duty of confidentiality.

Ulster Wildlife does not transfer any personal data related to you outside of the EU.

## 8.0 How long we retain your personal information

Ulster Wildlife follows recommended retention periods and you should treat the following as guidelines for retention times in the absence of a specific business case supporting a longer period.

Information	Retention Period
Registration form inc medical information,	Duration of volunteering plus 3 years

emergency contacts and information on criminal convictions	
Volunteer Attendance Records	Rolling 7 year period
Volunteer Records eg Training, records relating disciplinary or grievance matters, Access NI confirmation etc	Duration of volunteering plus 3 years
Summary of record of service, e.g. name, volunteer role held, dates of volunteering	Permanently
Volunteer Travel & Expenses Claims	Rolling 7 period
Records relating to accident or injury at work	3 years or 40 years if related to a chemical related accident or injury
Copy of Driving Licence	Duration of volunteering plus 3 years
Photographs	Permanently

## 9.0 Your rights

We respect your right to control your data. Your rights include:

**a) The right to be informed**

This privacy notice outlines how we capture, store and use your data. If you have any questions about any elements of this policy, please contact us.

**b) The right of access**

If you wish to obtain a record of the personal data we hold about you, through a [Subject Access Request](#), we will respond within one month.

**c) The right to rectification**

If we have captured information about you that is inaccurate or incomplete, we will update it.

**d) The right to erase**

You can ask us to remove or randomise your personal details from our records.

**e) The right to restrict processing**

You can ask us to stop using your personal data.

**f) The right to data portability**

You can ask to obtain your personal data from us for your own purposes.

**g) The right to object**

You can ask to be excluded from marketing activity or activity based on our legitimate interests.

**h) Rights in relation to automated decision making and profiling**

We respect your right not to be subject to a decision that is based on automated processing.

You also have the **right to complain** which can be done directly to Ulster Wildlife's Data Protection Officer – Dawn Miskelly through our Complaints Procedure ([www.ulsterwildlife.org/complaints](http://www.ulsterwildlife.org/complaints)) or you can complain to the Information Commissioner's Office.

For more information on your individual rights, please see the Information Commissioner's Office's website – [www.ico.org.uk](http://www.ico.org.uk)

## 10.0 Further Information / Data Protection Officer

If you have any questions about this privacy notice or how we handle your personal information or if at any time you want to update or amend your personal data, please contact the designated Data Protection Officer – Dawn Miskelly, Operations Director. Ulster Wildlife is registered as a data controller with the ICO. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Ulster Wildlife reserves the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.