

Privacy Policy (Adults)

Introduction

Sue Ryder is committed to protecting the privacy and security of your personal information. This policy describes how we collect and use personal information about you during and after your volunteering relationship with us. It applies to all current and former volunteers.

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.

The kind of information we hold about you

We will collect, store, and use the following categories of personal information about volunteers:

- **Personal contact details** such as your name, title, addresses, telephone numbers, and personal email addresses, so we can contact you.
- **Your date of birth**, so we can ensure you are over the age of 14; to help us review the effectiveness of marketing materials and so we can celebrate special birthdays with you.
- **Emergency contact information**, so we can contact them in case of an emergency.
- **Recruitment information**, such as references and information collected during the application process. This is so we can make a decision about your recruitment.
- **Confirmation whether or not you have criminal convictions for specified offences**. This is to help us make a decision about your recruitment as a volunteer.
- **Performance information**, to be used for references for third parties if requested. Performance information can also be used as evidence if a complaint is received.
- **Information about your race or ethnicity, religious beliefs, and sexual orientation**. This is so we can monitor our diversity and inclusion processes and identify trends.
- **Information about your health**, including medical conditions, so we can comply with our health and safety obligations and enable any reasonable adjustments to be made.

Our lawful basis for processing this information is a legitimate interest, with the exception of the last two points, where the lawful basis is consent.

How is your personal information collected?

We collect personal information about volunteers through the application and recruitment process. We may collect additional information from third parties, including former employers, or when we need to carry out a DBS check if you are working in one of our care centres. We will collect additional personal information throughout the time you volunteer with us.

How we will use information about you

We will only use your personal information when the law allows us to. These reasons include

1. Where we need to comply with a legal obligation.
2. 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.

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

1. Where we need to protect your interests (or someone else's interests).
2. Where it is needed in the public interest or for official purposes.
3. The prevention or detection of fraud or other criminal offences.

Marketing Preferences

We will only send you marketing information by email if you have specifically agreed to this. We may share marketing information by post or telephone unless you have opted out. You can change your marketing preferences at any time by emailing volunteering@sueryder.org or telephoning our Volunteer helpline at 01302 380067.

Profiling

If we have added you to our fundraising database, we may use profiling and screening techniques to ensure communications are relevant and timely. We may analyse publicly available information relating to you in order to better understand your interests and preferences. We do this because it allows us to understand the background of the people who support us and helps us make appropriate requests to supporters. If you do not wish your data to be used in this way, you can notify us by emailing supportercare@sueryder.org.

If you fail to provide personal information

If you fail to provide certain information when requested, we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers and volunteers).

Change of purpose

We will only use your personal information for the purposes for which we collected it. If we need to use your personal information for an unrelated purpose, or without your consent, we will notify you and explain the legal basis which allows us to do so.

How we use particularly sensitive personal information

Sensitive personal information requires higher levels of protection. We need to have further justification for collecting, storing, and using this type of personal information such as

1. In limited circumstances, with your explicit written consent.
2. Where we need to comply with our legal obligations.
3. Where it is needed to assess your volunteering capacity on health grounds, subject to appropriate confidentiality safeguards.

We will use information about your physical or mental health, or disability status, to ensure your health and safety, assess your fitness to work, and provide appropriate adjustments.

Information about criminal convictions

We may only use information relating to criminal convictions where the law allows us to do so and it is appropriate given the nature of your role. Less commonly, we may use information about criminal convictions when you are not capable of giving your consent to protect your vital interests.

Data sharing and security

We may have to share your data with third parties. We require third parties to respect the security of your data and to treat it in accordance with the law. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered, or disclosed. You will be notified of any suspected data security breaches involving your data.

Data retention

We will only keep your personal information for as long as necessary to fulfil the purposes we collected it for. Details of retention periods for different aspects of your personal information are available from your manager. In some circumstances, we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer a volunteer for the charity we will retain and securely destroy your personal information in accordance with our data retention policy.

Rights of access, correction, erasure, and restriction

- **Your duty to inform us of changes** It is important that the personal information we hold about you is accurate and current. Please inform us if your personal information changes.
- **Your rights in connection with personal information** By law you have the right to
 - Request access to your personal information
 - Request correction of the personal information that we hold about you
 - Request erasure of your personal information
- **Object to processing** You have the right to object to us processing your personal information where we are relying on a legitimate interest or for marketing purposes.
- **Request the restriction of processing** This enables you to ask us to suspend the processing of personal information about you, for example, if you want us to check its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

For any of the above requests please contact the Company Secretary in writing at Kings House, King Street, Sudbury, CO10 2ED.

You will not have to pay to access your personal information or to exercise any of the other rights. However, we may charge a reasonable fee if your request is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information or to exercise any of your other rights.

You have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact volunteering@sueryder.org. Once we have received notification that you have withdrawn your consent, we will no longer process your information unless we have another legitimate basis for doing so in law.

Changes to this privacy policy

We reserve the right to update this privacy policy at any time, and we will provide you with a new privacy policy 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.

If you have any questions about this privacy policy, please contact

Helen Organ, Company Secretary, helen.organ@sueryder.org, or write to her at Kings House, King Street, Sudbury, CO10 2ED