

# Privacy Notice – Volunteers

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Review schedule	Every 3 years
Last review	February 2026
Next review due	February 2029
Owner	Rosie Hall

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your relationship with us a volunteer. This notice applies to current and former volunteers and this notice is not a contract of employment or other contract to provide services. This notice explains how we comply with the law on data protection, what your rights are and for the purposes of data protection we will be the controller of any of your personal information

References to we, our or us in this privacy notice are to SELFA of Broughton Road, Skipton, BD23 1TE, registered number 1169686.

## 1. Personal Information

When you sign up to become a volunteer with us, you may provide us with or we may obtain personal information about you, such as information regarding your:

- personal contact details such as name, title, addresses, telephone numbers, and personal email addresses and emergency contact details
- date of birth
- gender
- details of family members and emergency contacts
- bank account details for payment of any out of pocket expenses
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us
- records of your volunteering history
- any identification documents
- all information included as part of the volunteering application process
- DBS information (reference number, issue date, type, position, requested by)
- referee details and any references provided
- performance including any feedback provided to us by yourself, members of staff or other third parties
- the location in which you are volunteering

- movements though CCTV footage and other information obtained through electronic means such as swipecard and key fob records
- use of our information and communications systems, including the computers and fixed and mobile phones that we allow you to use, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information
- images in video and/or photographic form and voice recordings
- your marketing preferences so that we know whether and how we should contact you

## 2. Special categories of personal information

We may also collect, store and use the following “special categories” of more sensitive personal information regarding you:

- information about your race or ethnicity, religious beliefs, sexual orientation and political opinions
- information about your trade union memberships
- information about your health, including any medical condition, health and sickness records, medical records and health professional information and
- biometric information about you, for example fingerprints, retina scans.

We may not collect all of the above types of special category information about you. In relation to the special category personal data that we do process we do so on the basis that

- the processing is necessary for reasons of substantial public interest, on a lawful basis
- it is necessary for the establishment, exercise or defence of legal claims
- it is necessary for the purposes of carrying out the obligations and exercising our or your rights in the field of employment and social security and social protection law or
- based on your explicit consent

We may also collect criminal records information from you. For criminal records history we process it on the basis of legal obligations or based on your explicit consent.

## 3. Where we collect your information

We typically collect personal information about volunteers through the application process, either directly from candidates or sometimes from a third-party such as volunteering websites. We may sometimes collect additional information from third parties including former clubs or other organisations you may have volunteered for or via background check agencies. We will also collect additional personal information throughout the period of you volunteering for us and when you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way.

We also may collect personal information about you from any third party references you provide as part of the application process for becoming a volunteer or from any feedback provided to us about your performance as a volunteer.

If you are providing us with details of referees, next of kin, beneficiaries, family members and emergency contacts they have a right to know and to be aware of how what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with those of them whom you feel are sufficiently mature to understand it. They also have the same rights as set out in the "Your rights in relation to personal information" section below.

#### 4. Uses made of personal information

Details of the personal information collected, where it is stored and what it is used for is given in SELFA's Information and Retention Schedule. This is available from the Shared Documents area or on request from your line manager.

For some of your personal information you will have a legal, contractual or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information we may not be able to admit you as a volunteer or we may not be able to properly perform our arrangements with you or comply with legal obligations and we may have to terminate your position as a volunteer. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our arrangements with you as a volunteer.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain benefits to you as a volunteer.

#### 5. Disclosure of your personal information

We share personal information with the following parties:

- Any party approved by you
- Other service providers: for example, email marketing specialists, payment processors, data analysis, CCTV contractors and IT services (including CRM, website, video- and teleconference services)
- Our supply chain partners and sub-contractors, such as couriers, import/export agents, shippers

- The Government or our regulators: where we are required to do so by law or to assist with their investigations or initiatives.
- Police, law enforcement and security services: to assist with the investigation and prevention of crime and the protection of national security.
- Providing references to future employers or organisations you may wish to volunteer for.

We do not disclose personal information to anyone else except as set out above.

## 6. Transferring your personal information internationally

The personal information we collect may be transferred to and stored in countries outside of the UK and the European Union. Some of these jurisdictions require different levels of protection in respect of personal information and, in certain instances, the laws in those countries may be less protective than the jurisdiction you are typically resident in. We will take all reasonable steps to ensure that your personal information is only used in accordance with this privacy notice and applicable data protection laws and is respected and kept secure and where a third part processes your data on our behalf we will put in place appropriate safeguards as required under data protection laws. For further details please contact us by using the details set out in the "Contacting us" section below.

## 7. How long we keep your personal information for

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. Specific retention periods can be found in the Information & Retention Schedule.

## 8. Data accuracy

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you move home or change your phone number or email address.

## 9. Your rights in relation to personal information

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used
- the right to access the personal information we hold about you
- the right to request the correction of inaccurate personal information we hold about you
- the right to request the erasure of your personal information in certain limited circumstances
- the right to restrict processing of your personal information where certain requirements are met

- the right to object to the processing of your personal information
- the right to request that we transfer elements of your data either to you or another service provider
- the right to object to certain automated decision-making processes using your personal information.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below.

If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

## 10. Changes to this notice

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

## 11. Contacting us

In the event of any query or complaint in connection with the information we hold about you, please email [admin@selfa.org.uk](mailto:admin@selfa.org.uk) or write to us at SELFA, 1 Elliot Street, Skipton, BD23 1PE.

## Change Record

Date of change:	Changed by:	Comments
Jan 2023	R. Hall	Reviewed - minor updates to contact details
Feb 2026	R. Hall	Reviewed -minor updates to contact details