

# PRIVACY NOTICE for Volunteers

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## ***Willen Hospice and Willen Hospice Ventures Ltd***

### ***Who we are***

Willen Hospice is a registered charity that provides specialist care for people whose illness no longer responds to curative treatment (also known as specialist palliative care). We provide specialist end-of-life care for adults, focusing on four key areas: specialist symptom control, emotional support, spiritual support and care for carers.

Willen Hospice (also known as the Hospice of Our Lady and St John) is registered under charity No. 270194 and is a company registered in England and Wales with Company No. 1231909.

Willen Hospice Ventures Limited is the trading company of Willen Hospice incorporating shops, warehouse, lottery, challenges and events. It is a company registered in England and Wales with Company No. 1231909.

Willen Hospice Ventures Limited is a subsidiary of Willen Hospice therefore the Data Controller in respect of all personal data collected by us, whether it is collected when you use our website, make a donation, make a purchase in our shops, participate in one of our events or otherwise engage with us in fundraising and volunteering, is Willen Hospice.

Our contact details:

Email: [dataprotection@willen-hospice.org.uk](mailto:dataprotection@willen-hospice.org.uk)

Address: Data Protection, Willen Hospice, Milton Road, Willen Village, Milton Keynes, MK15 9AB

### ***Introduction***

Willen Hospice collects and processes personal information, or personal data, relating to its volunteers to manage the working relationship. This personal information may be held by Willen Hospice on paper or in electronic format.

Willen Hospice is committed to being transparent about how it handles your personal information, to protecting the privacy and security of your personal information and to meeting its data protection obligations under the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and the General Data Protection Regulation EU 2016/679 (GDPR). These are collectively referred to as 'Data Protection Legislation'. The purpose of this privacy notice is to make you aware of how and why we will collect and use your personal data both during and after your volunteering relationship with Willen Hospice. We are required under the above data protection laws to notify you of the information contained in this privacy notice.

This privacy notice applies to all volunteers. It is non-contractual.

If you have any questions about this privacy notice or about how we handle your personal information, please email [dataprotection@willen-hospice.org.uk](mailto:dataprotection@willen-hospice.org.uk).

### ***Data protection principles***

Under Data Protection Legislation, there are six data protection principles that Willen Hospice must comply with. These provide that the personal information we hold about you must be:

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1. Processed lawfully, fairly and in a transparent manner.
2. Collected only for legitimate purposes that have been clearly explained to you and not further processed in a way that is incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to those purposes.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form which permits your identification for no longer than is necessary for those purposes.
6. Processed in a way that ensures appropriate security of the data.

Willen Hospice is responsible for, and must be able to demonstrate compliance with, these principles. This is called accountability.

### ***Why and how do we use your personal information?***

We will only use your personal information when the law allows us to. These are known as the legal bases for processing. We will use your personal information in one or more of the following circumstances:

1. where it is necessary for our legitimate interests (or those of a third party), and your interests or your fundamental rights and freedoms do not override our interests;
2. where you have given your explicit consent;
3. where we need to comply with a legal obligation.

We may also occasionally use your personal information where we need to protect your vital interests (or someone else's vital interests).

We need all the types of personal information listed under "*What types of personal information do we collect about you?*" primarily to enable us to manage an effective volunteer workforce, which is a legitimate interest of Willen Hospice (1). In some cases, we may also use your personal information where you have given explicit consent (2). In other cases we may use your information to comply with a legal obligation (3).

Managing an effective workforce (our legitimate interest) includes: performing or exercising our obligations or rights under the direct relationship that exists between Willen Hospice and you as our volunteer; pursuing our business by deploying volunteers; performing effective internal administration and ensuring the smooth running of the business; ensuring the security and effective operation of our systems and network; protecting our confidential information; and conducting due diligence on volunteers. We believe that you have a reasonable expectation, as our volunteer, that we will process your personal information. We have indicated, by using (1), (2) or (3) next to each type of personal information listed below, what lawful basis we are relying on to process that particular type of personal information.

The purposes for which we are processing, or will process, your personal information are to:

- enable us to maintain accurate and up-to-date volunteer records and contact details (including details of whom to contact in the event of an emergency);
- run volunteer application processes and assess your suitability for volunteering roles;
- comply with statutory and/or regulatory requirements and obligations, e.g. checking your driving licence where driving is an essential part of the role;

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- promote equality of opportunity for disabled volunteers;
- ensure compliance with your statutory rights;
- operate and maintain a record of any complaints, performance and misconduct concerns and action taken;
- record and assess your education, training and development activities and needs;
- communicate with you about your volunteering role and the activities of the Hospice;
- manage, plan and organise work;
- enable effective volunteer workforce management;
- ascertain your fitness to volunteer;
- meet our obligations under health and safety laws;
- meet our obligations to provide COVID-19 vaccination and testing data to the Clinical Commissioning Group or other government agency (such data is provided externally in aggregated form; no personal data is shared externally);
- make decisions about continued engagement;
- provide references on request for current or former volunteers;
- prevent fraud;
- monitor your use of our IT systems to ensure compliance with our IT policies;
- ensure network and information security and prevent unauthorised access and modifications to systems;
- ensure effective volunteer management and business administration, including accounting and auditing;
- ensure adherence to Willen Hospice's rules, policies and procedures;
- monitor equal opportunities;
- enable us to establish, exercise or defend possible legal claims.

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

### ***What types of personal information do we collect about you?***

Personal information is any information about an individual from which that person can be directly or indirectly identified. It doesn't include anonymised data, i.e. where all identifying particulars have been removed. There are also "special categories" of personal information, and personal information on criminal convictions and offences, which requires a higher level of protection because it is of a more sensitive nature. The special categories of personal information comprise information about an individual's ethnic origin and health.

Willen Hospice collects, uses and processes a range of personal information about you. This includes, as applicable, the following (unless otherwise stated, your personal information will be processed under the lawful basis of 1) 'Legitimate Interest' i.e. to enable us to manage an effective volunteer workforce):

- your contact details, including your name, address, telephone number and personal e-mail address;
- your emergency contact details/next of kin;
- your date of birth;
- your gender;
- your nationality (2- Consent);

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- the start and end dates of your volunteering position;
- volunteer application records, including personal information included in a CV, any application form, cover letter, interview notes, references, copies of qualification certificates, copy of driving licence and other background check documentation;
- the details of your volunteering role including, where appropriate, role title and working hours set out in any related correspondence;
- record of volunteering hours given;
- details of your skills, qualifications, experience and work history, both with previous employers, places where you have previously volunteered, and with Willen Hospice;
- your professional memberships and registrations;
- personal liability insurance details;
- vehicle MOT certificate details;
- vehicle insurance details;
- bank account details;
- any misconduct, complaints or performance records, including investigation records, collated evidence, minutes of meetings improvement plans and related correspondence;
- training records (3- legal obligation for statutory training, 1 - legitimate interests for all other);
- any termination of volunteer engagement documentation, including resignation letters, minutes of meetings and related correspondence;
- information obtained through electronic means, such as the fob access system or similar;
- information about your use of our IT systems, including usage of telephones, e-mail and the Internet
- photographs;
- CCTV images;
- location data and dashcam images captured by the Vehicle Management system (where installed in Hospice vehicles).

Willen Hospice may also collect, use and process certain sensitive personal information which includes, as applicable, the following (this sensitive personal information will be processed under one of the lawful bases stated below. Please also see next section '*Why and how do we use your sensitive personal information*')

- information about your health, including any medical condition and whether you have a disability in respect of which Willen Hospice needs a) to promote equality of opportunity and ensure your health and safety whilst volunteering (1 – Legitimate Interest) or b) to provide diversity data (2 – Consent), vaccination and antigen testing records (2 – Consent);
- information about your ethnic origin (2 – Consent);
- information about criminal convictions and offences (1 – Legitimate Interest), information relating to DBS checks (3 – Legal Obligation).

### ***Why and how do we use your sensitive personal information?***

Sensitive personal information includes a) 'Special Categories' of personal information (in this case any medical condition or disability and ethnic origin) and b) information about criminal convictions and offences.

These Special Categories of personal information, (any medical conditions or disability, and ethnic origin), requires us to additionally obtain your consent.

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Information about criminal convictions and offences, is processed so that we can perform or exercise our obligations or rights under safeguarding legislation and in line with our data protection policy and does not require your additional consent.

Where we require your consent, we will first provide you with full details of the personal information we would like and the reason we need it, so that you can properly consider whether you wish to consent or not. It is entirely your choice whether to consent. Your consent can be withdrawn at any time.

The purposes for which we are processing, or will process, your sensitive personal information, are to:

- assess your suitability for volunteering roles;
- comply with statutory and/or regulatory requirements and obligations, e.g. carrying out criminal record checks;
- promote equality of opportunity for disabled volunteers;
- ensure compliance with your statutory rights;
- ascertain your fitness to volunteer;
- manage, plan and organise work;
- enable effective volunteer workforce management;
- meet our obligations under health and safety laws;
- make decisions about continued volunteer engagement;
- operate and maintain a record of where volunteer engagement has been terminated;
- ensure effective volunteer management and business administration;
- ensure adherence to Hospice rules, policies and procedures;
- monitor equal opportunities.

Where Willen Hospice processes information about your ethnic origin, this is done only for the purpose of equal opportunities monitoring and in line with our data protection policy. Personal information that Willen Hospice uses for these purposes is either anonymised or is collected with your explicit written consent, which can be withdrawn at any time. It is entirely your choice whether to provide such personal information.

We may also occasionally use your sensitive personal information where it is needed for the establishment, exercise or defence of legal claims.

### ***How do we collect your personal information?***

Willen Hospice may collect personal information about volunteers in a variety of ways. It is collected during the volunteer application process, either directly from you or via our volunteer management IT system. We may also collect personal information from other external third parties, such as references from former employers, places where you have volunteered previously and criminal record checks from the Disclosure and Barring Service (DBS).

We will also collect additional personal information throughout the period of your volunteering relationship with us. This may be collected in the course of your volunteer-related activities. Whilst some of the personal information you provide to us is mandatory and/or is a statutory or contractual requirement, some of it you may be asked to provide to us on a voluntary basis. We will inform you whether you are required to provide certain personal information to us or if you

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have a choice in this.

Your personal information may be stored in different places, including in your personal file, in Willen Hospice's volunteer management system (Better Impact) and in other IT systems, such as the e-mail system.

### ***What if you fail to provide personal information?***

If you fail to provide certain personal information when requested or required, we may not be able to engage you as a volunteer, or we may be prevented from complying with our legal obligations. You may also be unable to exercise your statutory or rights.

### ***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 a purpose other than that for which it was collected, we will provide you, prior to that further processing, with information about the new purpose, we will explain the legal basis which allows us to process your personal information for the new purpose and we will provide you with any relevant further information. We may also issue a new privacy notice to you.

### ***Who has access to your personal information?***

Your personal information may be shared internally within Willen Hospice, including with members of the People Services and Finance departments, your manager, other managers in the department in which you volunteer and IT staff if access to your personal information is necessary for the performance of their roles.

Willen Hospice may also share your personal information with third-party service providers (and their designated agents), including:

- Better Impact (Volunteer Management IT system);
- external organisations, such as professional registration bodies, for the purposes of conducting reference and background checks;
- the DBS, to obtain a criminal record check;
- the Driver & Vehicle Licencing Agency where you will be driving Hospice vehicles;
- Remote Asset Management Ltd (RAM) (providers of the vehicle management system);
- SAGE 200 (payroll system used where expenses are paid to volunteers);
- Birdsong (biannual volunteer survey);
- external IT services;
- external training providers;
- professional advisers, such as lawyers and accountants.

We may also need to share your personal information with a regulator or to otherwise comply with the law.

We may share your personal information with third parties where it is necessary to comply with a legal obligation, or where it is necessary for our legitimate interests (or those of a third party).

### ***How does Willen Hospice protect your personal information?***

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Willen Hospice has put in place measures to protect the security of your personal information. It has internal policies, procedures and controls in place to try and prevent your personal information from being accidentally lost or destroyed, altered, disclosed or used or accessed in an unauthorised way. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

Where your personal information is shared with third-party service providers, we require all third parties to take appropriate technical and organisational security measures to protect your personal information and to treat it subject to a duty of confidentiality and in accordance with data protection law. We only allow them to process your personal information for specified purposes and in accordance with our written instructions and we do not allow them to use your personal information for their own purposes.

Willen Hospice also has in place procedures to deal with a suspected data security breach and we will notify the Information Commissioner's Office (or any other applicable supervisory authority or regulator) and you of a suspected breach where we are legally required to do so.

### ***For how long does Willen Hospice keep your personal information?***

Willen Hospice will only retain your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed, including for the purposes of satisfying any legal, tax, health and safety, reporting or accounting requirements.

Willen Hospice will generally hold your personal information for the duration of your time volunteering with us. The exceptions are:

- personal information about criminal convictions and offences collected in the course of the recruitment process will be deleted once it has been verified through a DBS criminal record check;
- it will only be recorded whether a DBS criminal record check has yielded a satisfactory or unsatisfactory result;

Once you have left a volunteer role or your engagement has been terminated, we will generally hold your personal information for three years to (a) satisfy the minimum statutory or other legal, health and safety, or reporting requirements for particular data or records, and (b) to protect against legal risk, e.g. if they could be relevant to a possible legal claim.

Personal information which is no longer to be retained will be securely and effectively destroyed or permanently erased from our IT systems and we will also require third parties to destroy or erase such personal information where applicable.

In some circumstances we may anonymise your personal information so that it no longer permits your identification. In this case, we may retain such information for a longer period.

### ***Your rights in connection with your personal information***

It is important that the personal information we hold about you is accurate and up to date. Please keep us informed if your personal information changes, e.g. you change your home address, during your working relationship with Willen Hospice so that our records can be updated. Willen

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Hospice cannot be held responsible for any errors in your personal information in this regard unless you have notified Willen Hospice of the relevant change.

As a data subject, you have a number of statutory rights. Subject to certain conditions, and in certain circumstances, you have the right to:

- request access to your personal information - this is usually known as making a data subject access request and it enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it;
- request rectification of your personal information - this enables you to have any inaccurate or incomplete personal information we hold about you corrected;
- request the erasure of your personal information - this enables you to ask us to delete or remove your personal information where there's no compelling reason for its continued processing, e.g. it's no longer necessary in relation to the purpose for which it was originally collected;
- restrict the processing of your personal information - this enables you to ask us to suspend the processing of your personal information, e.g. if you contest its accuracy and so want us to verify its accuracy;
- data portability - this gives you the right to request the transfer of your personal information to another party so that you can reuse it across different services for your own purposes;
- object to the processing of your personal information - this enables you to ask us to stop processing your personal information where we are relying on the legitimate interests of the business as our lawful basis for processing and there is something relating to your particular situation which makes you decide to object to processing on this ground.

If you wish to exercise any of these rights, please contact us via [dataprotection@willen-hospice.org.uk](mailto:dataprotection@willen-hospice.org.uk). We may need to request specific information from you in order to verify your identity and check your right to access the personal information or to exercise any of your other rights. This is a security measure to ensure that your personal information is not disclosed to any person who has no right to receive it.

In circumstances where you have provided your consent to the processing of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. This will not, however, affect the lawfulness of processing based on your consent before its withdrawal. If you wish to withdraw your consent, please contact us via [dataprotection@willen-hospice.org.uk](mailto:dataprotection@willen-hospice.org.uk). Once we have received notification that you have withdrawn your consent, we will no longer process your personal information for the purpose you originally agreed to, unless we have another legal basis for processing.

If you believe that Willen Hospice has not complied with your data protection rights, you have the right to make a complaint to the Information Commissioner's Office (ICO) at any time. The ICO is the UK supervisory authority for data protection issues.

### ***Transferring personal information outside the UK or European Economic Area***

Willen Hospice may transfer your personal information to Canada, a country outside the European Economic Area (EEA). There is an adequacy decision by the European Commission in respect of that country. This means that the country to which we transfer your personal information is deemed to provide an adequate level of protection for your personal information.



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We may also transfer your personal information to Australia as the visitor sign-in system's servers are based in that country.

### ***Changes to this privacy notice***

Willen Hospice reserves the right to update or amend this privacy notice at any time, including where Willen Hospice intends to further process your personal information for a purpose other than that for which the personal information was collected or where we intend to process new types of personal information. We will issue you with a new privacy notice when we make significant updates or amendments. We may also notify you about the processing of your personal information in other ways.

### **Contact**

If you have any questions about this privacy notice or how we handle your personal information, please contact us via [dataprotection@willen-hospice.org.uk](mailto:dataprotection@willen-hospice.org.uk) or write to us at:

Data Protection  
Willen Hospice  
Milton Road  
Willen Village  
Milton Keynes  
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