

Privacy Notice – Volunteers and Students

What does this Privacy Notice cover?

We value the contribution that our volunteers and students make to the successful delivery of our services.

You place trust in us by giving us some of your personal information, to enable us to manage your role as a volunteer or student. In turn we are committed to protecting your privacy, looking after your personal information securely, and ensuring that we process your information appropriately, fairly, and lawfully.

This privacy notice describes how we collect, use, retain and share information we have about you. In this notice we will explain your rights in relation to your information, and what we do to make sure your information is kept safe. This is needed because Tricuro is registered as a data controller with the Information Commissioner's Office (the ICO).

In some situations, we have a lawful basis for using your details, for example to run a DBS check if you are working with vulnerable adults; to comply with any legal obligations; and protect our position in the event of any legal proceedings. In other situations, we will ask your explicit consent.

What is personal information?

This is any information that can identify you as an individual, it includes your name, address, and date of birth. There is a second category known as sensitive personal information which may include medical information or race / ethnic origin.

Why do we collect and hold personal information?

We ask for and collect personal information about you, so we can manage your role with us. We will only collect information which is relevant to your role as a volunteer or student and will strive to ensure it is accurate and up to date.

Who do we collect information from?

As well as information which you give us, we may receive information from other organisations or agencies who may be involved in administering your role with us. For example, some volunteers are part of supported employment schemes.

How do we use the information?

We use this information in a variety of ways:

- To administer all the different parts of your role with us. This includes contacting you about opportunities, training, support and matching your skills to roles within services.
- To collate information so as a business we can look at numbers of volunteers and students, equal opportunities, etc. This information is anonymised once the data has been collected so no one can be identified.
- To manage your access to other systems, for example if you are offered e-learning.
- To respond to specific requests, for example a reference request. Your explicit consent may be required before this is provided.

In addition, you will obviously be referred to within other work documents, for example as an attendee at a meeting or in an email. How we work together to look after all of type of information is covered by our Data Protection Policy and other related policies.

How do we share information?

We may very occasionally need to share information with another organisation, for example outsourced services within Bournemouth, Christchurch, and Poole Council if you were offered training delivered by them. We will only give them information that relates to the task the organisation is carrying out and we will not share more information than necessary.

If we wish to share your information for any reason not covered above, we will obtain your explicit consent. This means we would tell you what information we wanted to share and why we want to share it.

Only in exceptional circumstances, such as where we believe that failing to do so would put you or someone else at risk, or where we are legally required to provide information, will we share information without your explicit consent.

We will never share your information with third parties for marketing purposes.

Storing and retaining your information

We will strive to ensure any information held is up to date and accurate. The information we hold is stored securely and in accordance with the General Data Protection Regulations 2018. Information will be held in secure paper and electronic formats, which will be accessible and restricted to those who need to know the information.

We will retain your records and personal information following the schedule for volunteer and student records, after this they will be securely destroyed or deleted. If you decide to cease working with us your personal file will be kept for six years after you leave.

What do you need to do?

As a volunteer or student with Tricuro, you are required to comply with data protection regulations and work in a way that respects and protects all personal information. This may be about staff, other volunteers, students, clients, or external contacts. You will be provided with information and training, so you understand how this applies to you and your role.

It is also helpful if you update us on any changes in your information that we need to know.

What rights do you have?

You have the right to request access to your information. This is known as a subject access request or SAR. A specific procedure must be followed if you want to see your information. The manager in your service will be able to show you the policy or contact the Tricuro Business Support team.

You also have the right to have out of date or inaccurate data corrected, to request your data is deleted once the retention period has passed or if you feel it is not justified for us to keep it, and to restrict the processing or sharing of your information. Any restriction or withdrawing of your consent to share your information may affect how we can administer your volunteering or student work.

What if I have a query, complaint or would like more information?

If you have any concerns or complaints about how we collect, use, hold or share your information, you should contact us without delay at:

Beech House, 28-30 Wimborne Road, Poole, Dorset BH15 2BU.

Telephone: 01202 797888

Email: enquiries@tricuro.org

If you are not satisfied with our response to a complaint, you can contact the Information Commissioner's Office:

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113.

Website: www.ico.org.uk