

PRIVACY NOTICE

Volunteering

Introduction

This privacy notice sets out important information about the personal data (or personal information) that we process about you. We know that your personal data is important to you, and we take our data protection obligations seriously. We are committed to ensuring that we process your personal data in accordance with the rules, fairly, transparently and securely; and we will assist you in exercising your information rights.

This privacy notice is additional to and sits alongside our main privacy policy. This privacy notice is specific to Volunteering at Young Lives vs Cancer. Our main privacy policy, which includes further information about how we process and protect your personal data generally, is available [here](#).

This privacy notice does not relate to Trustees or those who are employed by Young Lives vs Cancer under a contract of employment. They have been provided with a specific privacy notice.

Young Lives vs Cancer is the data controller for the personal data that we process about you. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

We will only process personal data about you when it is necessary, when it is lawful to do so, and in accordance with data protection legislation.

We may update this notice at any time but if we do so, we will publish an updated copy of this notice as soon as reasonably practical.

It is important that you read this notice, together with any other privacy notices 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 such information and what your rights are under data protection legislation.

Your data protection rights

We are committed to ensuring that you can exercise any information rights that you have effectively. When we process your personal data, you have the following rights under data protection legislation:

Right	Description
The right to be informed	You have the right to be informed of how we process your personal data in a concise, transparent, intelligible and easily accessible form. One way we facilitate this right is through privacy notices such as this one.
The right of access (commonly referred to as a subject access request)	You have the right to request access to the personal data that we process about you. We are obliged to confirm whether we process your personal data and tell you information about that processing.
The right to rectification	You have the right to have inaccurate personal data corrected, and incomplete personal data completed.
The right to erasure (commonly referred to as 'the right to be forgotten')	You have the right to request that we delete your personal data. This right does not apply in all circumstances. When we rely on consent and you withdraw consent, we must erase your personal data, unless we have another lawful basis to process it.
The right to restrict processing	You have the right to restrict, or limit how we process your personal data in some circumstances. When this is the case, we may store your data, but not further process it without your consent unless an exemption applies.
The right to data portability	You have the right to receive personal data in a 'structured, commonly used and machine readable format'. This right enables you to transfer your data easily between controllers or other providers.
The right to object to processing	You have the right to object to the processing of your personal data under some circumstances. The right to object to direct marketing is absolute.
Rights relate to automated decision making	You have a right not to be subjected to automated processing, including profiling, which has a legal effect on you or has similarly significant affects in most circumstances.

If you would like further information about these rights or wish to make a request in relation to any of them (including reviewing, verifying, correcting, objecting to the processing of your personal data or request that we transfer a copy of your personal data to another party), please contact us in writing using the details provided in the 'Contacting us' section of this privacy notice.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive, to cover the costs of administration. Alternatively, we may refuse to comply with the request in these 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). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it, or alter it without unless it is with appropriate authority.

Not all of these rights are applicable in every circumstance and we may need to restrict the application of these rights when it is necessary to do so. For example, this can be the case when it is necessary to protect the rights of others, or when it is necessary for the prevention or detection of crime. If we need to do this, we will only do so when it is necessary, lawful and in compliance with the requirements set out in the data protection legislation. We will consider each circumstance on a case-by-case basis.

What information we process about you

We will only process a minimal amount of relevant information that is necessary to enable us to carry out the functions, activities and objectives outlined in this privacy statement.

The personal data that we process about you may vary depending on the function, activity and objectives. Therefore, the information that we process about each individual will vary.

In relation to the purposes outlined in this privacy notice, we may process the following personal data relating to you:

- Name;
- Address;
- Email;
- Phone Number;
- Date of Birth;
- Bank Details (where expenses are paid);
- Real life stories or quotes from volunteers;
- Photographs;
- Employment, education and volunteering history;
- Reference details;
- Emergency contact details; and
- Connection to cause or to Young Lives vs Cancer

We may process the following categories of special category or criminal offence data relating to you:

- Health
- Racial or ethnic origin
- religious or philosophical beliefs
- Criminal offence data

There may be some circumstances where we need to process other types of personal data about you. If we believe it is necessary, we will only do so when it is lawful and, we will fully comply with our obligations under data protection legislation.

How is your personal data collected?

We collect personal data about you:

- Directly from you;
- From Access NI, Volunteer NI, Disclosure Scotland, Disclosure and Barring Service (DBS) when we need to conduct background or criminal records checks; or
- From previous employers, voluntary organisations or persons who are providing references.

Why we process your personal data and our lawful basis for processing

We will process your personal data for a specified, explicit and legitimate purpose, and will not further process your personal data in a way that is incompatible with those purposes.

We use the following lawful basis for processing your personal data:

- That it is based on your **consent**;
- That it is necessary for compliance with a **legal obligation** to which we are subject;
- That it is necessary to protect your **vital interests** or the vital interests of another individual; and
- That it is necessary for the purposes of our **legitimate interest**.

The specific purposes for which we process your personal data and the specific lawful basis that we rely on is in [schedule 1](#) to this privacy notice.

Special category and criminal offence data

When we process special category personal data relating to you, we can only do so if we have a lawful basis, and process it under one of the specified conditions contained in the data protection legislation because it requires higher levels of protection. For the purposes we have outlined in this privacy notice, the conditions for processing that we rely on are:

- That it is based on your explicit consent
- That it is necessary for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on us or to you in connection with employment, social security or social protection law; and
- That it is necessary to protect your vital interests or those of another person

We may process criminal offence personal data relating to you (for example if your role requires a criminal records check) on the basis that it is authorised by and is in accordance with the provisions of the Data Protection Act 2018. The conditions that we rely on are:

- That it is based on your consent;

- That it is necessary for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on us as a data controller, or you, as a data subject in connection with employment, social security or social protection law; and
- That it is necessary for reasons of substantial public interest. Some of these conditions are:
 - For the prevention and detection of unlawful acts; and
 - Safeguarding of children and other individuals at risk.

There are some circumstances where we may need to further process your personal data in ways that are beyond what is described in this privacy notice, or without your consent. If we need to do this, we will only do so when it is necessary, lawful and in compliance with the requirements set out in the data protection legislation. We will consider each circumstance on a case-by-case basis.

If we were unable to process your personal data

You are not obliged by statute to provide any of the personal data that is outlined in this notice and the provision of personal data is not a contractual requirement, neither is it necessary to enter into a contract.

If we were unable to process your personal data, we may be unable to support you and facilitate your volunteering role.

Consent

In the circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose or explicit consent for special category personal data, you have the right to withdraw your consent for that specific purpose at any time. You can withdraw consent by contacting us through any of the methods outlined in the 'your data protection rights' section of this privacy notice.

Once we have received notification that you have withdrawn your consent, we will take steps to stop processing your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law. Please note that this may take a short period of time after you have withdrawn your consent.

Informing us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

Who we share your personal data with

We will only share your personal data with other organisations or individuals with your consent, or when it is necessary to fulfil our purposes, where we are required by law or where we have another legitimate interest for doing so.

When we use a data processor, we will have a contract with them which requires them to take appropriate security measures to protect your personal information in line with our policies. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

For the purposes outlined in this privacy notice, we may share your personal data with the following organisations:

- Providers of IT infrastructure and other services such as email, software or mailing fulfilment houses;
- Organisations who we work with to conduct criminal records checks (eg. Disclosure and Barring Service, Disclosure Scotland, Access NI, Volunteer NI checks);
- Training providers when you are involved in training;
- Other organisations when we are asked to provide a reference for you; and/or
- Other organisations or charities when we are working in partnership with them.

We may share your personal data with other organisations when we have a legal obligation to do so, for example when we are obliged to do so by law, or by a court order. We may also need to share your personal data when requested to do so by other organisations; for example with the police when it is necessary for the prevention and detection of crime, or with other agencies when it is necessary for the safeguarding of children or vulnerable adults. If we need to do this, we will only do so when it is necessary, lawful and in compliance with the requirements set out in the data protection legislation. We will consider each circumstance on a case-by-case basis.

How long we will keep your personal data

We will only process your personal data for as long as is necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting or reporting requirements.

We have retention policies in place to determine how long we keep your personal data. If you would like further information about the period for which we will retain your personal data, please contact us with the information provided in this notice.

Once this period is over, we will securely delete, destroy or anonymise your personal data so that it can no longer identify you or relate to you in accordance with our data retention policy.

Third country transfers

We, nor our data processors will process your personal data outside of the United Kingdom.

If you would like to know more about any transfers we make and the safeguards we have in place to ensure that your personal information is treated by those data processors in a way that is consistent with and which respects UK law, please get in contact with us using the contact details below.

Automated decision making

We do not make decisions about you based solely on automated processing or profiling.

Data security

We have put in place measures to protect the security of your information. Details of these measures are available using the contact details set out below.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

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. Additionally, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator where we are legally required to do so.

Contacting us

If you would like further information relating to your data protection rights, how we process your personal data, any other data protection or matter related to this privacy notice, or would like to make a rights request, please contact us:

By email: supporter.services@younglivesvscancer.org.uk

or our data protection manager at dataprotection@younglivesvscancer.org.uk

By phone: 0117 314 8635

By writing to us:

Young Lives vs Cancer
4th Floor, Whitefriars
Lewins Mead
Bristol
BS1 2NT

The Information Commissioner (ICO)

The ICO website has information and guidance on data protection, information rights and privacy. You can visit their website at www.ico.org.uk.

You have a right to make a complaint to the ICO if you feel that we have not processed your personal data in line with data protection requirements, or if you feel that we have not upheld your information rights.

You can contact the ICO:

By email: icocasework@ico.org.uk

By phone: 0303 1231113

By writing to them:

Information Commissioner's Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

The [ICO contact](#) page has further details about how to contact them.

Changes to this privacy notice

We reserve 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 personal information.

Version: December 2023, v1.0

Next Review: Minor: December 2024; Major: December 2025

Document Owner: Data Protection Manager
Head of Volunteering

Schedule 1: Purposes for processing and lawful basis for processing

The following table outlines the purposes for which we process your personal data and the lawful basis that we rely on for processing it.

Please note that this does not mean that we process this information about all Volunteers. We will only process personal data about you when it is necessary, so this will vary for each Volunteer depending on your role, responsibilities, circumstances or activities that you are involved in.

Purpose for processing	Lawful basis for processing
Receiving and considering applications that you make for volunteering opportunities or to join our team of volunteers	Consent
Maintaining your volunteering record on our case management systems to steward your volunteering journey and to conduct operational and resource planning.	Legitimate Interest Our legitimate Interest is to enable us to manage a team of volunteers, a key part of our workforce, to enable us to achieve our core aims and objectives.
Providing you with IT access where relevant such as email, documents, internet access, laptops or other devices or organisational resources. This may include sending this to your home address or maintaining records of usernames or other user information	Legitimate interest Our legitimate interest is maintaining IT infrastructure so that the volunteer and organisation can conduct business operations that are necessary for the achievement of key aims and objectives
To provide you with training, policies, guidance or other support for your role	Legitimate interest Our legitimate interest is ensuring that volunteers are adequately skilled within their roles and for us providing development opportunities.
Paying expenses which are claimed in relation to your volunteering role	Legitimate interest Our legitimate interest is to comply with our expenses policies and procedures to reimburse costs involved with volunteering at Young Lives vs Cancer
Health and Safety purposes such as accident records, DSE assessments etc	Legal Obligation <i>Health and Safety at Work etc Act 1974</i> <i>The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)</i>
Holding details of emergency contacts and next of kin information	Vital Interests

<p>Conducting background checks where relevant, such as ID checks, criminal records checks, references etc.</p> <p>Not all roles require a criminal records check and we will inform you of whether one is required.</p> <p>Complaints, whistleblowing reporting, investigations and outcomes</p> <p>Sending you important communications about our organisation or about your volunteering which is necessary for your volunteering role, such as our newsletter, thank you communications, key information such as changes to our organisation or our operations</p>	<p>Legal Obligation – When your role is a ‘regulated activity’ such as working with children.</p> <p>Legitimate Interest – For all other roles that are not considered ‘regulated activity’. Our legitimate interest is to ensure the trustworthiness and suitability of our workforce and protection of our service users, supporters and workforce.</p> <p>Legitimate Interest Our legitimate interest is to deal with these matters to protect and support our staff, volunteers, service users and supporters in accordance with our policies.</p> <p>Legitimate interest Our legitimate interest is to provide you with essential and necessary information to enable you to fulfil your volunteering role, a specific activity or information about our organisation as a necessary part of our workforce. This helps us facilitate your volunteering which helps us achieve our core aims and objectives.</p>
<p>Communicating with you about further ways that you can support us such as campaigning, donating, fundraising, further volunteering opportunities or taking part in events – by post or telephone</p> <p>Communicating with you about further ways that you can support us such as campaigning, donating, fundraising, further volunteering opportunities or taking part in events – by email or SMS</p>	<p>Legitimate interest Our legitimate interest is direct marketing, which enables us to fundraise and gain support to achieve our core aims and objectives.</p> <p>Consent</p>
<p>Securing our physical assets such as premises including access controls, identity badges, CCTV Images and secure storage</p>	<p>Legitimate Interest Our legitimate interest is protecting physical organisational assets, to prevent damage and to detect criminal or suspicious activity</p>
<p>Monitoring compliance with our policies such as IT Acceptable use policies and investigating any potential misuse, illegal activity, performance issues or breaches of any other organisational policy or employment contract, terms or conditions. This may include the monitoring of</p>	<p>Legitimate Interest Our legitimate interest is protecting our technical organisational assets, ensuring that our workforce comply with our organisational policies and to detect criminal, unlawful or suspicious activity.</p>

computer use such as email or websites visited

Real Life Stories

We may ask you if you wish to share your experience with cancer that we can use for promotional material on our website or other published material. We will only do this with your consent

Consent

Gathering your views or feedback, polls, workforce surveys or studies, satisfaction surveys, resource planning and Diversity, Equity and Inclusion monitoring

Consent or Legitimate Interest

Our legitimate interest is obtaining and using key business information for planning, resource monitoring, monitoring equality and diversity, and informing key decisions and measures about the organisation.

Conducting research and statistical analysis or inviting you to participate in research

Legitimate Interest

We use information that we have collected and processed during the course of our activities (such as the provision of support or advice, services, supporter engagement and case records) for research, statistics, service improvement and innovation. This enables us to conduct our core aims and objectives, such as research.