



Privacy Notice – Volunteers

This notice provides details of what information we collect from you, what we do with it and who it might be shared with.

Identity and contact details of the controller and the data protection officer

Falkirk Community Trust (the Trust) is the data controller. You can contact the data protection officer at:

*Data Protection Officer
Falkirk Community Trust
Suite 1A
The Falkirk Stadium
4 Stadium Way
Falkirk
FK2 9EE*

dpo@falkirkcommunitytrust.org

Why do we collect this information?

The information is being collected for the following purpose/s:

1. Managing the volunteering relationship and dealing with any issues arising from it through the Trust's relevant policies.
2. Assessing your suitability for volunteering with us, and for supporting us to deliver specific projects.
3. Payment of expenses, where appropriate.
4. Equal Opportunities Monitoring to maintain and promote equality of opportunities for volunteers.
5. Health & Safety and ensuring a safe work environment.
6. Providing facilities such as ICT, communication systems, and monitoring usage of these.
7. Applying for licenses under the public charitable collection, appropriate personal or traders license.

The legal basis for each purpose is set out below:

Legal basis	Purpose
Consent	2,
Performance of a contract	
Legal obligation	5, 7
Vital interests	
Task carried out in the public interest	
Legitimate interests	1,3,4,6

If you provide us with information in relation to your health this is regarded as special categories data (personal data which the General Data Protection Regulations say is more sensitive, and so needs more protection). Our legal basis for processing this special categories data in relation to your health is your explicit consent.

What information do we collect about you?

1. Your name, address, and contact information including email address and telephone number, date of birth, and gender
2. Details of your qualifications, skills and experience
3. References obtained during recruitment
4. A copy of your driving license, insurance details, and any driving convictions (where applicable)
5. Information about your next of kin and emergency contacts
6. Information about your criminal record where this is required for your role
7. The agreement of your volunteering, including dates, details of role, and duties
8. Details of your schedule and attendance
9. Details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence
10. Information about performance, supervision sessions, and training you have participated in
11. Information about your medical or health conditions*, including whether or not you have a disability for which we need to make reasonable adjustments
12. Equality monitoring information including information about your ethnic origin, religion or belief, disability, sexual orientation, and transgender status*
13. Information confirming you have read and understood our policies and procedures and your compliance with these
14. Information about your use of our information and communication systems and emails passing through our systems
15. Accident and incident reporting
16. CCTV images where these are used in your workplace for security purposes
17. Photographs and videos you have consented to for identity recognition and promotional purposes.
18. Any other information about you that you have given to us

We also keep copies of your communication with us and our responses.

Volunteer monitoring may be carried out for operational requirements such as providing IT facilities, lone working, using mobile devices, and vehicle trackers.

*Information about health or medical conditions is processed to carry out our obligations for health and safety purposes.

*Where we process other special categories of personal data, such as information about ethnic origin, religious belief, disability, sexual orientation, or transgender status, this is done to allow us to better perform the equality duty. Equal opportunities data is anonymised. You are entirely free to decide whether or not to provide such data and there are no consequences of not doing so.

Where do we collect information from?

We collect information from you:

- Through paper, electronic, and telephone correspondence with you, through forms you have completed and interviews and meetings you have attended
- From any representatives you have asked to act on your behalf
- From application forms on volunteering websites, such as but not limited to CVS Falkirk
- From your passport, driving license, or other identity documents

In some cases, we collect personal data about you from third parties such as:

- Referees who you have given us permission to contact including previous employers
- Criminal record check providers such as Disclosure Scotland as permitted by law
- Other members of staff, clients, or customers through complaints or grievances
- Driver license check providers such as Drivercheck

Data is stored in a range of different locations, including your volunteer file, in our secured online volunteer management systems, and in other IT systems including the email system.

Who might we share your information with?

Falkirk Council established the Trust in 2011 and the Trust carries out services on behalf of Falkirk Council. We may share your information with Falkirk Council. They are our information governance, legal, health & safety, financial, IT, child protection, insurance advisers, the owners of the sites that we manage, and their environmental health unit are our enforcing authority for health & safety.

We will sometimes share your information with partner agencies, who are external and engaged by the Trust to deliver the service.

We may also share information with IT System administrators & suppliers for the purposes of upgrading and maintaining the systems.

We may also share your information if we are required to do so by law or with the Scottish Information Commissioner (freedom of information), the Information Commissioner (data protection), the Scottish Public Services Ombudsman (complaints) and the Health & Safety Executive (accidents).

The Trust has a duty to protect public funds. We may check your information within the Trust and with Falkirk Council for verification purposes and/or for the prevention of fraud. We may share your information with other organisations where we are required to do so for the purposes of the prevention or detection of crime.

Will we send your information outwith the UK?

Our Volunteer Management System provider is based in the USA, so we may transfer your information outwith the UK.

How long do we keep hold of your information?

We keep your information for as long as necessary to fulfil the purposes we collected it for. For example, we anticipate the information held within your Volunteer file will be held as follows:

- Electronic files are kept for 7 years after the end of volunteering or 25 years after your current term of volunteering if a PVG or Basic Disclosure has been carried out;
- All hard copies of paper files are scanned and uploaded on to the volunteer database and securely destroyed within 1 month
- Any information not held in your Volunteer file eg Accident & Incident documents, CCTV images, photographs & videos for promotional purposes are covered by their individual retention periods.

Please contact the Volunteer Co-ordinator if you would like more details.

What are my rights in relation to the information held about me?

You have the following rights:

- To see any information held about you by making a [subject access request](#).
- To withdraw consent at any time, where the legal basis for processing is consent.

- To data portability, where the legal basis for processing is (i) consent or (ii) performance of a contract.
- To request rectification or erasure of your information, where data protection legislation allows this.

Do I have a right to complain about the way information has been used?

If you have a concern about the way we are collecting or using your personal data, please let us know and we will try to resolve this. If you are still concerned, you can contact the Information Commissioner:

*Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF*

Tel: 0303 123 1113 (local rate)

Fax: 01625 524 510

Email: casework@ico.org.uk

Do I have to provide my personal data to you?

If you want to volunteer with the Trust then we need to know the information set out above.

Do you use any automated processes to make decisions about me?

We do not use automated decision making processes

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