



Volunteers' privacy notice

At PSS we know that your privacy is very important to you and it's just as important to us, too. This privacy notice tells you how we're going to respect and look after your personal information.

1. How we collect personal information about you

When you give it to us directly: we collected personal information directly from you when you applied for your role as a volunteer, provided references and filled in forms. You may have done this by phone, through our website, by email, by post, or in person.

When you give permission to other organisations to share it: we may have received information on your behalf from another organisation or professional, including references or information relating to DBS checks.

CCTV: some of our sites are monitored by CCTV cameras. The lawful basis we rely on to process your personal data is article 6(1)(f) of the UK GDPR, which allows us to process personal data when it's necessary for the purposes of our legitimate interests. These are regularly monitored to prevent and detect crime, to maintain the security of our premises, for the reassurance of our staff, volunteers, members of the public and visitors and to investigate incidents relating to the health and safety. We routinely keep CCTV footage for 30 days, however, on occasions it may be necessary to retain some footage, for example when requested by the police or to assist our legitimate interests as an employer and service provider.

2. What personal information do we collect?

The personal information we collect would include details such as your name, date of birth, email address, postal address, phone number, and bank details if we are repaying expenses to you. We may also collect information about other people in your life, such as your next of kin or emergency contact details. Some information such as ethnicity, religion, health status and sexual orientation is called 'special category data'. We have a legitimate interest to collect this, but also to make sure that we do not discriminate against you, that we can defend legal claims, and can make reasonable adjustments for health reasons. We will only collect the information we absolutely need.

3. Why we need your information?

Our legal basis for having your information is because we have a legitimate interest to do so, to support and supervise you as a PSS volunteer.

We may also ask for your consent to process your personal data for a specific purpose, for example if sharing any special category (sensitive) data such as any medical, safeguarding or health related information that will help keep you safe in your role, or to make any reasonable adjustments to support you as a volunteer.

Specific reasons we need your information are:

- To recruit you as a volunteer in the right way, and to make sure you have or can access the relevant training
- To make sure that we pay your expenses where relevant as a PSS volunteer
- To manage our relationship with you during recruitment and when planning your volunteering times and tasks so you can carry out volunteering with us
- To make sure that we are fair and don't discriminate against you in any way; and are able to make reasonable adjustments if needed to support you when volunteering
- To prevent fraud or report potential crimes



We will also use it to:

- Keep you updated with information about changes to your role as a volunteer or PSS as a whole
- Contact you for feedback
- Produce information, reports and statistics about what we do at PSS
- Provide you with the important advice and support relating to your appointment or role as a volunteer that may be of importance
- Inform you of activities being provided or wider developments as part of PSS

PSS has a legitimate interest in processing personal data before, during and after the end of the volunteer relationship. This includes, for example, when delivering training, campaigns and for our communications and marketing purposes, including on occasions using images or videos of volunteers.

Before you begin volunteering with PSS, talk to our volunteer coordinator if you need to make us aware of a specific reason why your information and images cannot be provided as part of these activities.

At any later point, if you have any concerns about information or your images being used, you need to inform us of this fact and a decision on whether to continue using your information or images will be made with you by a relevant PSS member of staff and data protection lead based on your concerns. A request does not guarantee information, photos or images being removed from our corporate media sites or other promotions for example where the potential costs of removing images and photographs etc from our material is prohibitive.

We will always let you know when we are taking images and videos and you will have the right to object.

We may also ask for written consent from you to use your information for a more specific purpose and will explain why it is needed. You will have the right to withdraw this consent at any time.

If you don't think we have a good reason to use your data in the ways explained above, you have a right to object. Please see section 7 of this notice.

4. What we will and won't do with your personal information

- We will always work hard to keep your information safe.
- We may share your data with other agencies where we need to do so as an organisation. Again, we have a lawful reason for doing this – to comply with our statutory obligations.
- We may need to disclose your information if required to do so by law. We will always try to discuss this with you before doing so and explain why we are doing it.
- We may also need to disclose your information if there are concerns about your safety or wellbeing. Your safety is really important to us and we may need to share or disclose information if we believe there is a real risk to you, or if you pose a risk to others or yourself.
- We may choose to delete posts on social media which contain information of a sensitive nature.

We will never:

- Sell or share your personal information with organisations so that they can contact you for any marketing activities.
- Sell any information about the websites you visit.
- Share your information with people who don't need access to it.

5. Who sees your personal information?

The personal information we collect about you will be used by staff at PSS so that they can make sure that we can support you in your volunteer role. This information will be known to staff in central services who need access to your information such as finance to pay expenses, learning and development to support you in accessing training,



our PSS volunteer coordinator and staff involved in providing you with supervision and/or mentoring. We may also possibly share your information with external companies (eg training companies), as well as legal and regulatory authorities if required to by law.

6. How we keep your information safe

We take the security of your personal information extremely seriously and anything we do with your data will be in line with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Where we use systems to support us in managing your information (eg our client management system where our volunteer data is held), we undertake thorough data protection and security due diligence of software providers who support us in developing and managing these systems. If there is a requirement for these providers to access live information about you held in our systems we make sure there is an appropriate information sharing agreement in place to support this and we restrict access as much as we can.

Here are some of the ways we protect your personal information:

- Secure folders on our computer systems
- Password protection
- Firewalls on our servers
- Locked cabinets and drawers
- Restricted access to systems
- Policies, procedures and training
- Making sure we don't keep hold of it for longer than we need to and destroying it properly when we no longer need to hold it

7. Your rights over your information

At PSS, we recognise that your personal information is yours, and you have a range of other rights over it. It is your information, and under the law you have certain rights:

i. Your right to be informed

This volunteer's privacy notice is the main way that we tell you how we collect data about you, what we use it for, why and how we hold it and how long we will hold it for. The information in this privacy notice is not exhaustive and we are always happy to provide any additional information or explanations where needed. If you can't find what you are looking for here, please contact our data protection lead using the contact details at the end of this notice.

ii. Your right to access your information

As well as knowing that we hold information about you, you also have a right to access that information. If you wish to access your records, you just need to contact the data protection lead using the contact details at the end of this notice or ask someone in your service. This is called a 'subject access request' (SAR). Once we receive it, we will look at the request carefully, and if we need to we may ask you to be a bit more specific about what you want to make it easier for us to provide it. We will normally provide access to this information within one month; and there is no charge for us to provide it.

iii. Your right to amend your information

If you disagree with something in the records we hold about you – you have what is known as a 'right to rectification'. In other words – you have the right to request that we amend the information we hold on you, where you think it is inaccurate. You can either make this request verbally to the team you work with or using the contact details at the end of this notice. We will contact you within one month to let you know if we have made the change (we are unable to amend some information we hold about you for statutory reasons, ie, payroll information, etc), and if not, we will tell you the reason for this and what your options are.



iv. Your right to erasure (to be forgotten)

This is also known as the 'right to be forgotten'. This simply means that you don't want us to hold information about you any longer, or don't think we have the right to do so. This could be because you no longer give us consent to hold it, you don't think we have a legitimate reason for holding it or that it is no longer necessary for us to hold it. The right to be forgotten is not absolute though and there are often good reasons why we may need to retain your information against your wishes. If you want us to erase your information, you can either make this request verbally to the team you work with or by using the contact details at the end of this notice. We will contact you within one month to let you know if we have erased your information, and if not – the reason for this and what your options are.

v. Your right to restriction

This simply means that you can limit the way that PSS uses your data and is an alternative to requesting the erasure of your data. So for example, if you access your records and disagree with some of the information, you can use your right to ask for the data to be amended. You can also ask us to restrict how we use that information until the amendment has taken place. It essentially allows you to 'block' us from using your data. We will simply have to hold the data with restricted access to it, until the other challenges are resolved.

vi. Your right to object

You have a right to object to the way we use your data if you disagree with it. For example, at PSS, we don't use your information for marketing purposes in any way, but if we did you would have a clear right to object. Also, depending on your own personal circumstances, you have the right to object that we don't have a legal or legitimate reason for doing so. We will immediately stop using your data, unless we are able to demonstrate that we do have a good reason for holding and using your data.

vii. Your rights around profiling and automatic decision making

At PSS, all the work we do is focused on people and their individual circumstances. Unlike loan applications or insurance quotations – decisions at PSS are never made automatically by machines and formulas. They are all made by PSS people, for example staff, Shared Lives carers and volunteers, along with the people who we support. We would also never use your data for 'profiling' purposes in the way that online retailers do when they look at the things people buy. However there are some specific rights in this area, and you can find out more about them by using the information at the end of this notice.

viii. Your right to data portability

This right only applies when you provide us with information with your consent and where we automatically process the data (eg using electronic means). The right is simply that we have to be able to provide it in a 'machine readable format'. There are very few situations where we see this being applicable at PSS, as this right is mostly connected to financial transactions.

To find out more about my rights

If you want to know more about your rights in relation to your information you can contact: The Information Commissioners Office (ICO). The ICO is the regulator in the UK, and they provide a lot of information on their website about your rights under the law.

Their contact details are:

Call: 0303 123 1113

Online: ico.org.uk

8. Changes to this privacy notice

This privacy notice is reviewed regularly to make sure that it reflects how we use your information. Where appropriate, changes will be notified to you by email or post. We may update this on our website when there are minor changes, but will let you know of any major changes.



9. Other data controllers

Since PSS is the organisation you are a volunteer for, and have control over what we collect, and how we collect and use it - we are known as the data controller. There are no other data controllers involved in handling your personal information.

10. How to raise a concern or complaint

PSS as the data controller and processor is committed to protecting your personal information and to reassuring you that you have control over the information we store about you, how we use it and what types of information you would like to receive from us.

We are always happy to respond to concerns and objections, or provide any additional information or explanations where needed. Please contact our data protection lead by:

Writing to the head of quality:

**Head of quality, PSS,
Eleanor Rathbone House,
Connect Business Village,
24 Derby Road, Liverpool,
L5 9PR**

Call us on **0151 702 5524** if you have a concern about the way we are handling your information as we'd like to discuss this with you and see if we can put things right. However, if you want to, you are entitled to complain to the supervisory body which is the Information Commissioner's Office.

Call: **0303 123 1113**

Website: **ico.org.uk**

psspeople.com