



Volunteer Privacy Notice

Under the 2018 General Data Protection Regulations Christian Aid is required as an employer to give you a statement of our data policies and your rights. These are contained in this notice.

Under the regulations the Data controller is Christian Aid. Christian Aid is responsible for ensuring that it uses your Personal Data in compliance with data protection law.

This Volunteer Privacy Notice sets out the basis on which any Personal Data about you that you provide to Christian Aid, that Christian Aid creates, or that Christian Aid obtains about you from other sources, will be held.

The named Data Protection Officer is Will Denton, Christian Aid Data Protection Manager.

Christian Aid collects and processes personal data relating to its volunteers to manage the volunteer relationship. Christian Aid is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the Christian Aid collect?

Christian Aid collects and processes a range of information about you. This includes:

- Your name, address and contact details, including email address and telephone number, date of birth and gender.
- Details of your qualifications, skills, experience and employment history, including start and end dates, with previous employers and with Christian Aid.
- Details of your bank account to pay out of pocket expenses.
- Information about your marital status, next of kin, dependants and emergency contacts.
- Information about your nationality and entitlement to volunteer in the UK.
- Information about any criminal records should the role require a DBS check.
- Details of your availability to volunteer (days/hours).
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.
- A record of training completed by the volunteer.
- Information about medical or health conditions, including disabilities should the volunteer make us aware of them.
- Details of any problem raised either about the volunteer or by the volunteer and copies of related correspondence.

Christian Aid collects this information in a variety of ways. For example, data is collected through the online e-recruitment system (in the form of application forms, CVs or resumes);

from forms completed by you at the start of or during volunteering from correspondence with you; or through interviews, meetings or other assessments.

Christian Aid seeks information from third parties with your consent only.

Data is stored in a range of different places, including in your electronic personnel file and in other IT systems (including Christian Aid's email system).

Why does Christian Aid process personal data?

If you volunteer with Christian Aid, you may be referred to in a variety of documents and electronic records, including your supporter profile on our national supporter database. Some of these records are produced by you, such as your volunteer application form. Others are produced by us recording information you have provided to us, or the activity you undertake with us.

In some cases, Christian Aid needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a volunteer's entitlement to volunteer in the UK and to comply with health and safety laws.

We may sometimes collect additional information from third parties, including former employers in the form of a reference, or when we need to carry out a Disclosure and Barring Service (DBS) check if your role is a regulated activity i.e. working in one of our services with young people.

In other cases, Christian Aid has a legitimate interest in processing personal data before, during and after the end of the volunteering relationship. Processing volunteering data allows Christian Aid to:

- Run recruitment processes
- Maintain accurate and up-to-date volunteering records and contact details (including details of who to contact in the event of an emergency).
- Operate and keep a record of problem solving processes, to ensure acceptable conduct and to improve our practices.
- Ensure effective general Volunteer Services and business administration.
- Provide references on request for current or former volunteers.
- Maintain and promote equality in the organisation.
- Obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law.

Special categories of personal data, such as information about ethnic origin, health or religion or belief, are processed for the purposes of equal opportunities monitoring. Data that we use for these purposes is anonymised or is collected with the express consent of volunteers, which can be withdrawn at any time. Volunteers are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

We recognise the need to treat personal and sensitive data in a fair and lawful manner. No personal information held by us will be processed unless the requirements of fair and lawful processing can be met.

Who has access to data?

Your information will be shared internally, including with members of the People Support team, your line manager, managers in the business area in which you volunteer and IT staff if access to the data is necessary for performance of their roles.

We will share your personal information with third parties where required by law, where it is necessary to administer the volunteering relationship with you; where we have another legitimate interest in doing so; or you have specifically agreed that we may share your personal information with them:

The following volunteer-related activities are carried out for us by third-parties:

- Your referees provide a reference for your volunteering with us
- Occupational Health services
- Payroll services
- Thirtyone:Eight acting as Christian Aid DBS umbrella body
- e-Arcu, is online recruitment platform enables prospective volunteers to apply online.

We may disclose aggregate statistics about our volunteers and supporters to describe our services and operations to prospective partners, advertisers, other reputable third parties and for other lawful purposes. These statistics do not include any information that identifies people.

How does Christian Aid protect data?

Christian Aid takes the security of your data seriously. Christian Aid has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

Where Christian Aid engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

For how long does Christian Aid keep data?

Christian Aid will not keep your data for longer than is necessary for the purposes for which it is processed. We will retain personal data for the minimum period required by legislation.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require Christian Aid to change incorrect or incomplete data;
- require Christian Aid to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where Christian Aid is relying on its legitimate interests as the legal ground for processing; and

- ask Christian Aid to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override Christian Aid's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Will Denton at wdenton@christian-aid.org. Internal staff may find out more [here on Subject Access Requests](#).

If you believe that the Christian Aid has not complied with your data protection rights, you can complain to the [Information Commissioners Office \(ICO\)](#).

What if you do not provide personal data?

If you do not provide certain information when requested, we may be unable to deliver on some elements of the volunteering arrangement or, in some circumstances, to comply with our legal obligations (such as to ensure the health and safety of our volunteers, workers or beneficiaries). In such instances we will inform you about the implications of the decision and whether we are able to continue with the volunteering arrangement.