

Privacy Notice (how we use volunteer information)

Why do we collect and use volunteer information?

We collect and use volunteer information under the Data Protection Act 2018 and the General Data Protection Regulation.

The personal data we collect and hold

We hold personal data about volunteers to meet our obligations in performing our public duty (educating children). We may also receive data about volunteers from public services including the Local Authority and police. Personal data that we may collect, use, store and share (when appropriate and to comply with the law regarding data sharing) about volunteers includes, but is not restricted to:

- Contact details, contact preferences, date of birth, identification documents
- Personal information (such as name, telephone number and address)
- Attendance information
- Characteristics (such as nationality, and country of birth)
- DBS information and other safer recruitment checks
- CCTV images

Why we use this data

We use this data to:

- Keep you safe
- Protect and safeguard our students
- Support the organisation in performing a public task
- Ensure that the information we hold about you is kept up to date

Our legal basis for using this data

We collect and use personal data on the basis of performing a public task (educating children).

On some occasions we may ask for consent to process data when its use is optional. On those occasions consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.

Collecting this information

We collect data from you via paper and/or electronic forms, online information from agencies including the DBS service, and the Local Authority.

How we store this data

We keep personal information about volunteers whilst they are in school. We may also keep it beyond their time at our school if this is necessary in order to comply with our legal obligations. We will only retain the data we collect for as long as is necessary. This would be to satisfy the purpose for which it has been collected in accordance with our data retention policy. Please contact us if you would like further details on this policy.

The security of data and information is important to us. Therefore we follow a range of security policies and procedures to control and safeguard access to and use of your personal information. This includes both physical and technical security and integrity of all data.

Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without access knowledge (such as a password). This is done with a secret code or what's called a 'cypher'. The hidden information is said to then be 'encrypted';
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it;
- Training for our volunteers allows us to make them aware of how to handle information and how and when to report when something goes wrong;
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches)

How long we keep your data for

We hold volunteer data for no longer than is necessary. . Full details of data retention lists can be found in the Records Management Society's (RMS) Retention Guidelines for Schools

Data sharing

We may share your personal information where we have a statutory obligation to do so, such as for the purposes of the prevention or detection of crime, for legal proceedings, or where you have requested us to share information.

We do not share information about our volunteers with anyone without consent unless the law and our policies allow us to do so.

Some examples of who we share information with include:-

- DBS (Disclosure & Barring Service)
- Durham Local Authority
- The Department for Education (DfE)

If you would like confirmation of who we do share information with please contact us at DPO@framdurham.com

We do not process your personal information outside the EEC.

At no time will your information be passed to organisations external to us, or our partners for marketing or sales purposes, or for any other commercial use without your prior express consent.

Your information rights

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- Have any inaccuracies corrected;
- Have your personal data erased;
- Place a restriction on our processing of your data;
- Object to processing;

- Request your data to be ported (data portability).

To learn more about these rights please see the ICO website.

To exercise any of these rights please contact the relevant service in the first instance.

You also have the right to request a copy of the personal information that the school holds about you. To do this, please make a Subject Access Request to SAR@framdurham.com or contact our Data Protection Lead on 0191 3866628.

If something goes wrong with your personal information, or you have questions about how we use it, please contact our Data Protection Lead - DPO@framdurham.com

Other rights

Individuals have rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact the DPO at DPO@gateshead.gov.uk

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our DPO DPO@Gateshead.gov.uk.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our Data Protection Lead at:

DPO@framdurham.com