

Lincolnshire County Council Volunteers Privacy Notice

About Us

Lincolnshire County Council (LCC) is known as the "Controller" of the personal data you provide to us.

This means the council is responsible for deciding how it holds and uses personal data about you in connection with your volunteering role.

For more information please visit [here](#)

Why do we collect your personal data?

We collect and use personal data about you to facilitate your volunteering relationship with us.

More specifically, this will include but is not limited to:

- Making a decision about your recruitment
- Determining the terms on which you volunteer for us
- Checking your references
- Gathering evidence for possible problem solving
- Making decisions about your continued volunteering role
- Making arrangements for termination of your volunteering role
- Education, training and development requirements
- Dealing with legal disputes involving you, or others, including accidents while volunteering
- Ascertaining your fitness to a volunteering role
- Complying with health and safety obligations
- To prevent fraud
- Equality and diversity monitoring
- To monitor your use of our information and communication systems in line with the ICT Acceptable Use Policy
- To conduct data analytics studies to review and better understand volunteer retention and attrition rates

We will not collect any personal data that we do not need and as far as is reasonable and practicable, will ensure that the information recorded is accurate and kept up to date.

What personal data do we collect?

We will collect the personal data about you in order to help us deliver the right service.

The personal data we will collect includes:

- Personal contact details, such as name, address, telephone number and email

- address
- Date of birth
- Next of kin and emergency contact information
- Bank account details if expenses are applicable
- Recruitment information (including references and any other information supplied by you as part of the volunteer application process)
- Personal data regarding driving licence/car for the motoring checklist, if applicable
- Volunteering records (including role, volunteering history, volunteering hours, one to one supervision records, training records)
- Complaints/problem solving information
- CCTV footage
- Information about your use of our information and communication systems
- Photographs

We may also collect and use the following “special categories” of more sensitive personal information:

- Information about your age, sex, disability, race
- Information about your physical and mental health, including any medical conditions, health records
- Information about criminal convictions and offences, including information from the Disclosure and Barring Service

Who do we get your personal data from?

This information is collected in a number of ways:

- Provided to us directly by you when you apply to become a volunteer;
- Provided by another organisation involved in the volunteer recruitment process.

Organisations may include Volunteer Centre Services or similar organisations from the voluntary sector.

Who do we share your data with?

We will only share information when it is necessary to do so and in accordance with the law. Internally, access to personal data processed for volunteer purposes will be strictly limited to LCC staff.

Where applicable, we may share your data with LCC trusted partner organisations or commissioned providers for the explicit and only purpose of processing your volunteering request.

Where necessary we may share your personal data with the following categories of recipients:

- Healthcare, social and welfare organisations and professionals
- Occupational health
- Legal services
- Regulatory bodies (eg Health and social care council)
- Police forces, other law enforcement and prosecuting authorities
- Disclosure and Barring Service
- Courts and tribunals

How long do we keep your data for?

We are required to retain your personal data only for as long as is necessary, after which it will be securely destroyed in line with the council's retention policy or the specific requirements of the organisation who has shared the data with us.

Retention periods can vary and will depend on various criteria including the purpose of processing, regulatory and legal requirements, and internal organisational need. Retention periods are defined within the council's retention guidelines, which can be found [here](#)

How do we keep your data safe?

We have an information assurance framework in place which ensures that appropriate technical and organisational measures are in place to help keep your personal data secure and to reduce the risk of loss and theft.

Access to personal data is strictly controlled based on the role of the professional.

All staff are required to undertake regular data protection training and must comply with a variety of policies designed to keep your information secure.

Your personal data is not processed outside of the EU by us unless adequate safeguards are in place.

Further information regarding the Council's information security policy can be found [here](#)

Your Rights

You have a number of rights which relate to your personal data.

You are entitled to request access to any personal data we hold about you and you can also request a copy. Details of how to make such a request can be found [here](#)

Where we are relying on your consent to process your personal data you are entitled to withdraw your consent at any time.

You can also request that we correct any personal data we hold about you that you believe is inaccurate; request that we erase your personal data; request that we stop processing all or some of it and request that automated decisions are made by a person.

We are obliged to consider and respond to any such request within one calendar month.

Further Information

If you wish to make a request or make a complaint about how we have handled your personal data please contact:

- Your named Volunteer Supervisor
- The Data Protection Officer at DPO@lincolnshire.gov.uk.

Alternatively, you can contact the council by writing to:

Lincolnshire County Council, County Offices, Newland, Lincoln, LN1 1YL

Or

Telephone: 01522 552222

Email: customer_services@lincolnshire.gov.uk

Fax: 01522 516137

Mini-com: 01522 552055

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO) www.ico.org.uk

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