

PLEASE RETAIN THIS SHEET FOR YOUR INFORMATION

Protecting your privacy

This privacy notice explains the types of personal information we may collect about you when you interact with us. It also explains how we'll store and handle that information, and keep it safe.

We know there's a lot of detail here, but we want to make sure you are fully informed about your rights, and how Dudley CVS Volunteer Centre uses your personal information (data).

We hope the following sections will answer any questions you have, but if not please do get in touch with us.

We will need to update this privacy notice from time to time. We will notify regular customers of any significant changes, but you're welcome to check it whenever you wish.

Privacy Notice and data sharing agreement

We process data in accordance with the General Data Protection Regulation (GDPR) 2018 and the Data Protection Act 2018. We collect data to:

- Enable us to create an electronic record of your needs
- Enable the support you need to be arranged
- Compile statistics for monitoring purposes

Information will be stored and processed securely on our database system. All data to be held locally or on UK/EU data centres. A full copy of our Data Policy and how your data is stored and used can be found at www.dudleycvs.org.uk

What is Dudley CVS Volunteer Centre?

Dudley CVS Volunteer Centre is a project of Dudley Council for Voluntary Service (DCVS)

We support:

- People who are looking for volunteering opportunities – providing both one-to-one support and information sessions for groups of potential volunteers. Offering ongoing support and information about volunteering roles across Dudley borough
- Organisations who involve volunteers – promoting opportunities, providing ongoing support including good practice, information, networking opportunities and training

What type of data do we collect?

Personal data means any information relating to an identifiable person. The following table outlines the kind of personal data we may collect in the course of our services. Items in bold are 'special category data' or criminal conviction data – we will need your explicit consent to collect and process this information unless another condition* for processing applies.

All enquirers, volunteers, customers, partner organisations and service users	Name and contact details (usually email address and telephone numbers, and a postal address where necessary)
Customers using the Volunteer Centre to find local information/opportunities	<p>Required: Skills, interests and experience, availability.</p> <p>Optional: equality monitoring data such as ethnicity, gender, age, disability status, criminal convictions.</p> <p>You may choose to give us other information such as health conditions or criminal convictions in the course of an appointment. We will only share this information with another organisation if you give your explicit consent or another condition* applies.</p>

*There are specific conditions for processing special category data and criminal offence data defined in UK law.

Access to your personal identifiable data is only available to:

- The Volunteer Centre Development Officer
- Dudley CVS Admin staff
- Dudley CVS Data Protection Officer

Who we share it with

- **Volunteers** - your contact details only will be shared with:
 - the organisation(s) you choose to volunteer with
 - the Adult Education Department at Dudley MBC if you ask to be referred to this service
- **Organisations** – we do not share your contact details with volunteers unless you have given us consent to do so.
- **We will never sell your data to anyone.**

Your rights

Under the General Data Protection Regulation you have a number of rights regarding your personal information. In summary these rights are as follows and include the right to:

- Request access to personal information
- Request inaccurate information to be reviewed and corrected
- Request a restriction to the processing of personal information
- Request personal information held by Dudley CVS to be erased in special circumstances
- Request a copy of the personal information that has been provided to us
- Object to the processing of personal information or the continued processing of personal information; and
- Request no to be subject to automated decision making which produces legal effects that concern or affect you in a significantly similar way

Further information regarding the rights under the General Data Projection Regulation can be found by visiting <https://www.ico.org.uk> These rights are subject to the conditions and restrictions set out in the General Data Projection Regulation and Data Protection Act 2018.

Should you wish to make a request to exercise any of the above rights you should contact our Data Protection Officer, whose details are as follows:

Data Protection Officer
Andy Gray
Dudley Council for Voluntary Service
7 Albion Street
Brierley Hill
DY5 3EE

How long will we keep your personal data?

We will only keep your personal data for as long as necessary – the length of time will vary depending on the reason you gave us your data in the first place. Some examples are given in the table below.

We have archiving systems appropriate to each project or service to ensure any data kept is the minimum required to fulfil contractual, legal or safeguarding obligations. We have regular systems in place for deletion of electronic data and shredding of paper records.

Purpose	Length of time kept
Using the Volunteer Centre to find out about volunteering opportunities	Personal data is kept for no more than 2 years after the last contact we had with you
Using the Volunteer Centre to promote your volunteering opportunities	Contact details will be kept for no more than 2 years after the last contact we had with you