

# Volunteer privacy notice

This Privacy Notice explains what personal information we collect from you, how we store this personal information, how long we retain it for and with whom and for which legal purpose we may share it.

<p><b>Who we are</b></p>	<p>West Suffolk NHS Foundation Trust (WSFT) serves a predominantly rural geographical area of roughly 600 square miles with a population of around 280,000. The main catchment area for the Trust extends to Thetford in the north, Sudbury in the south, Newmarket to the west and Stowmarket to the east.</p> <p>We provide a range of acute and community services with associated inpatient and outpatient facilities. With a turnover of £240m, we are one of the largest employers in Suffolk, employing more than 3,400 whole time equivalent staff. There is a purpose built Macmillan Unit for the care of people with cancer, a dedicated Eye Treatment Centre and a Day Surgery Unit where children and adults are treated and go home on the same day.</p> <p>Our Trust is registered with the Information Commissioner's Office (ICO) to process personal and special categories of information under the General Data Protection Regulation 2016/679 and our registration number is Z6847094.</p>
<p><b>Why do we collect personal information?</b></p>	<p>The staff in voluntary services need to collect and maintain information about you and your volunteering role so that the Trust can record details of your activity, training and rota. This personal information can be held in a variety of formats, including paper records, electronically on computer systems or in audio files.</p>
<p><b>What is our legal basis for processing your personal information?</b></p>	<p>Processing of volunteers personal information is necessary for the purposes of managing workload and administration.</p> <p>Processing of personal information is necessary for the purposes of carrying out the obligations and exercising specific rights of the data controller (the Trust) or the data subject (volunteer). The Trust does not require explicit consent of volunteers to process their personal data if the purpose falls within the legal basis detailed above.</p>

<p><b>What personal information do we need to collect about you and how do we obtain it?</b></p>	<p>We will likely hold the following basic personal information about you: your name, address, telephone numbers, date of birth, emergency contacts etc. We might also hold your email address, occupation, and preferred name or maiden name.</p> <p>In addition to the above, we may hold sensitive personal information about you which could include:</p> <ul style="list-style-type: none"> <li>• Criminal convictions</li> <li>• Disability status</li> </ul> <p>It is important for us to have a complete picture of you as this will assist us make an informed decision to your suitability for a volunteer placement within the Trust.</p>
<p><b>What do we do with your personal information?</b></p>	<p>Your records are used to directly manage your voluntary placement to ensure that:</p> <ul style="list-style-type: none"> <li>• The staff involved in your voluntary placement have accurate and up to date information to assess and advise on the most appropriate placement for you.</li> <li>• Staff have the information they need to be able to assess and improve your voluntary placement</li> </ul> <p>The personal information we collect about you may also be used to:</p> <ul style="list-style-type: none"> <li>• remind you about your placement if it changes and send you relevant correspondence;</li> <li>• review your voluntary placement</li> <li>• report and investigate complaints, claims and untoward incidents;</li> <li>• report events to the appropriate authorities when we are required to do so by law;</li> <li>• communicate with you about Trust activities/your role.</li> </ul> <p>Where possible, we will always look to anonymise your personal information so as to protect your confidentiality, unless there is a legal basis that permits us to use it and we will only use or share the minimum information necessary.</p>
<p><b>Who do we share your personal information with and why?</b></p>	<p>We may need to share relevant personal information within WSFT. For example, we will also share information with occupational health and those contracted to provide services to the NHS in order to support your voluntary placement.</p> <p>We may need to share information from your volunteer records with other non-NHS organisations such as our volunteer database supplier (Better Impact). However, we will not disclose any personal information to third parties without your explicit consent unless there are circumstances, such as when the health or safety of others is at risk or where current legislation permits or requires it.</p>

	<p>There are occasions where the Trust is required by law to share information provided to us with other bodies responsible for auditing or administering public funds, in order to prevent and detect fraud.</p> <p>There may also be situations where we are under a duty to share your information, due to a legal requirement. This includes, but is not limited to, disclosure under a court order, sharing with the Care Quality Commission for inspection purposes, the police for the prevention or detection of crime or where there is an overriding public interest to prevent abuse or serious harm to others and other public bodies.</p> <p>For any request to transfer your data internationally outside the UK/EU, we will make sure that an adequate level of protection is satisfied before the transfer.</p> <p>The Trust is required to protect your personal information, inform you of how your personal information will be used, and allow you to decide if and how your personal information can be shared. Personal information you provide to the Trust in confidence will only be used for the purposes explained to you and to which you have consented. Unless, there are exceptional circumstances, such as when the health or safety of others is at risk, where the law requires it or there is an overriding public interest to do so. Where there is cause to do this, the Trust will always do its best to notify you of this sharing.</p>
<p><b>How we maintain your records</b></p>	<p>Your personal information is held in both paper and electronic form for specified periods of time as set out in the NHS Records Management Code of Practice for Health and Social Care.</p> <p>We hold and process your information in accordance with the General Data Protection Regulation 2016. In addition, everyone working for the NHS must comply with the Common Law Duty of Confidentiality and any appropriate national and professional standards.</p> <p>We have a duty to:</p> <ul style="list-style-type: none"> <li>• maintain full and accurate records of the Voluntary placement we provide to you;</li> <li>• keep records about you confidential and secure;</li> <li>• Provide information in a format that is accessible to you.</li> </ul>

<p><b>What are your rights?</b></p>	<p>If we need to use your personal information for any reasons beyond those stated above, we will discuss this with you and ask for your <u>explicit</u> consent. The General Data Protection Regulation gives you certain rights, including the right to:</p> <ul style="list-style-type: none"> <li>• Request access to the personal data we hold about you, e.g. in health records.</li> <li>• Request the correction of inaccurate or incomplete information recorded in our records.</li> <li>• Withdraw consent to the sharing of your records. Any consent form you will be asked to sign will give you the option to 'refuse' consent and will explain how you can 'withdraw' any given consent at a later time. The consent form will also warn you about the possible consequences of such refusal/withdrawal.</li> <li>• We will always try to keep your information confidential and only share information when absolutely necessary.</li> </ul> <p>If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate your concerns.</p>
<p><b>Is my data being transferred overseas?</b></p>	<p>All West Suffolk NHS Foundation Trust services and servers are based in the UK, and do not currently share your information outside of the EU.</p>
<p><b>Data Protection Officer</b></p>	<p>Amy Witham <a href="mailto:Info.gov@wsh.nhs.uk">Info.gov@wsh.nhs.uk</a></p>