

## Care Now Volunteers - Privacy Policy

### Our contact details

Name: **Care Now Volunteers**

Address: **Boscawen House, Chapel Hill, Truro, Cornwall. TR1 3BN**

E-mail: [enquiries@carenowvolunteers.org](mailto:enquiries@carenowvolunteers.org)

Webpage: [www.carenowvolunteers.org](http://www.carenowvolunteers.org)

Date: **15<sup>th</sup> February 2024**

### The type of personal information we collect

We currently collect and process the following personal information:

- Name (first & last)
- Email Address
- Address
- Date of Birth
- Gender
- Contact Number
- Ethnicity (This is not mandatory, but optional for each individual. Most collect this as it forms part of their evaluation when offering a representative service.)
- Any disability information
- Health Information e.g. specific requirements / allergies
- Emergency Contact details
  
- Criminal records information – This is mitigated by DBS checks which when collected only include DBS number and relevant ID

In addition, personal data is combined with behavioural and historical data sets to provide analytics and reporting to administrative users.

Private Data will NOT be matched with any other Personal Data otherwise obtained by the Data Controller, or any other source, unless specifically authorised in writing by the Data Controller.

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have personally registered to volunteer in a Care Home.
- You have registered as part of your employers corporate volunteering policy
- You are partaking in a scheme where you want to volunteer in a Care Home.

We use the information that you have given us in order to find a suitable Care Home in your locality to match your preference and to initiate an enhanced DBS check.

We will share this information with the Care Home where you will be volunteering, since you will be in their Care Home setting volunteering with vulnerable adults.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information is your consent. You are able to remove your consent at any time. You can do this by closing your account or contacting the CareNow team by using the details above.

### How we store your personal information

All your data and information are stored in fully secured hosted servers in Milton Keynes & London UK. The data will be used to provide services to enable volunteering. It will not be used for any third party or external services.

Data at rest is encrypted using AES-256 symmetric encryption.

Data deletion is agreed in accordance with the data controller

We will keep your personal information for 2 years after your volunteering role ends. And up to 7 years if your personal data relates to a formal complaint or a reported health and safety incident. We will then dispose of your information by closing your account.

### Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using one of the following if you wish to make a request:

Name: **Care Now Volunteers**

Address: **Boscawen House, Chapel Hill, Truro, Cornwall. TR1 3BN**

E-mail: [enquiries@carenowvolunteers.org](mailto:enquiries@carenowvolunteers.org)

### **How to complain**

If you have any concerns about our use of your personal information, you can review our complaints policy on our website or make a complaint to us at:

**Care Now Volunteers  
Boscawen House,  
Chapel Hill, Truro,  
Cornwall.  
TR1 3BN**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

**Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire. SK9 5AF.**

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>