



Shirley Neighbourhood Care Scheme
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Website: www.shirleyneighbourhoodcare.co.uk

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SNC is part-funded by Churches Together in Shirley and Croydon Council

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Shirley Neighbourhood Care is a local charity helping older residents to live independently through a range of services

June 2019

Dear SNC Volunteer,

GDPR

You've probably heard a lot in the news last year about "GDPR". It stands for General Data Protection Regulations and it became law last year. This new legislation strengthens the previous Data Protection Law. It protects your rights as an individual regarding who holds information about you, what is held, and how it is kept.

Like any other organisation, Shirley Neighbourhood Care needs to comply with this legislation and I wanted to let you know exactly what kind of information we hold about all volunteers, why we keep it, and our processes for keeping the information secure.

When you first offered to volunteer your services for SNC, you would have completed an application form and given us the names of two referees. We hold a copy of that form and the references we received. The information you gave us has been entered into an electronic database. The information on that database includes all or some of the following:

- Your full name and postal address, your mobile and landline telephone numbers and an email address. We hold this information so that we can contact you and write to you with information regarding your SNC Volunteer role.
- In addition, we record any training certificates that you have completed whilst volunteering for us. We do this so that we can remind you when it is necessary to undertake refresher training courses.
- We also keep an electronic copy of your DBS certificate and record the certificate issue date and the renewal date. Again, we do this so that we can remind you when your renewal is due. We need the DBS information because all our volunteers are working with vulnerable adults and it is a legal requirement for our charity to request the information. We also need to meet Croydon Council's standards as they provide funding for our charity.
- We record the date you started volunteering with us and we hold your gender and your date of birth. The reason we want to know your date of birth is that it is sometimes useful to have an idea of your age so that we do not expect you to undertake duties that may be difficult for you. It is also useful to record

your gender to help our team of office volunteers allocate work appropriately when a client has requested a same-sex volunteer occasionally.

- We record whether you have registered to be a Gift Aid donor. If you are a Gift Aid donor, you signed a declaration and HM Revenue requires us to keep this form for seven years after the date of your last gift-aided donation.
- We may also have a note of your religion and the church you attend should you choose to give us this information. We hold this information as the Churches Together in Shirley founded our charity and support us and it is helpful to know which volunteers have connections with the different churches.
- We have a note of the kind of roles you will volunteer for and also your availability and when you are on holiday. All of this is required so that we don't contact you about inappropriate tasks or when you are unavailable.

DBS APPLICATION PROCESS

When you complete a DBS application form you return it to me with three forms of ID. I photocopy the ID and confirm that I have seen your ID. All of this is then submitted to Croydon Neighbourhood Care, our umbrella organisation, who handle the DBS application process on behalf of all the voluntary groups under their wing. I deliver your application with the ID photocopies to CNCA's office by hand and I do not keep a copy of your form or your ID. CNCA process the application and then destroy the photocopies of your ID. When you receive your DBS certificate you bring it to the office and I take a scan of the document and hold it electronically.

SECURITY

The electronic information on the office computer system can only be accessed by password. Your contact details can be accessed by any office volunteer so that they can reach you to give you information about your role. We also store back up files on the cloud and the confidential files all have passwords assigned to them.

There are some paper documents containing your phone numbers and contact details in our office, but these are kept locked away when the office closes and the office itself is locked outside of office hours and when staff leave the office unattended during that time. The lunch club leader, Danuta, and I keep contact information for you outside of the office in case we need to contact you at other times. We keep this information secure.

GDPR AND YOUR RIGHTS

Under the new General Data Protection Regulations, you have the right to be removed from our database and completely forgotten; however, if you make that decision it would mean that we wouldn't be able to use you as a volunteer any more. If there is any particular information you would rather we didn't hold, we can discuss that and see if it would cause us a problem if it needed to be deleted.

We never pass your information to third parties. We do not even give your details to other volunteers without your permission.

I hope this helps to explain the processes in relation to your personal data and that you can see that we recognise the importance of keeping your information secure. If you have any queries or concerns, please do not hesitate to contact me.

CLIENTS

We also notify our clients about our privacy policy and assure them that their information is kept confidential. This means that I must ask all volunteers to take a confidential approach to client data. From time to time we will give you information about a client to help you undertake your volunteering task. In most cases this will probably be the client's name, address and telephone number and sometimes details for their next of kin or "in case of emergency" contact. Even just this information could be a breach of security if it were to fall into the wrong hands. So, we ask all volunteers to ensure that clients' data is destroyed once a task is complete. You can shred it, burn it or return it to the SNC office for destruction. In the past you might have thought that it would aid efficiencies if you kept a client's information as you might be working with them again. Due to these new GDPR requirements, this won't be possible so, please delete information from computers and phones and destroy any paperwork after the job is finished. We would also ask you to consider where you keep the information before the task is complete. It's important that clients' personal information isn't left around for anyone else to view as this would be a security risk. Please keep the information out of sight. In the past, you may have been given information about clients by email – we need to ask you to delete all of these previous historical messages containing client data. This may all seem as if we are being over concerned but we have no choice as this is the law. In future we won't be able to email you with client information unless we encrypt the message. Office volunteers will not be able to leave telephone messages about clients with other members of your family. If you would like to nominate a family member to take the details for you then you will need to let me know their name and we will ensure that they are briefed on our security measures.

Can I ask you to therefore check your records to ensure that we all comply with the new regulations, and, if you have any questions, please get in touch with me.

Thank you for everything that you do for our clients. I know that they all appreciate the considerable time and trouble you devote to improving their lives.

Kind regards



SNC CO-ORDINATOR