

Privacy Notice for our Volunteers

St John Ambulance

1 INTRODUCTION

1.1 This Privacy Notice sets out information on how and why St John Ambulance whose registered office is at St John's Gate, St. John's Lane, London, EC1M 4DA ("**we**" or "**us**") processes personal information about the people who volunteer with us ("**you**") and your rights in relation to that information. Under data protection laws we are the "data controller" of personal information held about our volunteers.

1.2 This Privacy Notice applies to all our volunteers.

1.3 We may update this notice at any time.

2 DATA PROTECTION PRINCIPLES

2.1 There are 6 key principles under data protection laws which govern how we must deal with your personal information. We must:

- hold and use it lawfully, fairly and in a transparent way
- only use it for specific and lawful purposes that have been explained to you
- make sure that it is adequate, relevant and limited to what is necessary for those purposes
- make sure that it is accurate and up to date
- make sure that we only keep it for as long as is necessary for those purposes
- make sure that it is kept securely

3 WHAT INFORMATION DO WE COLLECT ABOUT YOU?

3.1 The personal information about you which we expect to collect, hold and use ("**process**") is likely to include the following. This list is not exhaustive but is intended to give you a clear idea of the personal information about you which we process:

3.1.1 date of birth;

3.1.2 **contact names, title, addresses, personal telephone numbers and personal email addresses for you, your next of kin, any dependants and emergency contacts (which could include details of your relationship to them and your marital status or sexual orientation);**

- 3.1.3 your gender;
- 3.1.4 information gathered and any references obtained during any volunteer selection process;
- 3.1.5 information regarding unspent or spent criminal convictions and criminal records checks where applicable. We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so. We may collect this information during the selection process or where we are notified by you or a third party;
- 3.1.6 details of terms of you volunteering with us, including when expenses will be paid to you;
- 3.1.7 your bank account details;
- 3.1.8 details of the volunteer role you will be carrying out, including location;
- 3.1.9 information concerning your contact details including telephone numbers and email addresses;
- 3.1.10 information about expense claims;
- 3.1.11 records of dates you have volunteered with us;
- 3.1.12 health records and medical information;
- 3.1.13 details of any complaints raised by you, or by a third party about you, whether or not any action was taken;
- 3.1.14 information for insurance purposes;
- 3.1.15 driving licence if it is relevant given the nature of the role;
- 3.1.16 drug testing if it is appropriate given the nature of the role;
- 3.1.17 education records, training records, records of qualifications and achievements and any professional memberships;
- 3.1.18 health and safety incidents;
- 3.1.19 monitoring on diversity (including, for example, age, race/ethnicity, religion, whether you have a disability, sexual orientation, gender identity and marital status);
- 3.1.20 access you may have to our property or a customer's property and how you use it;
- 3.1.21 your photograph for SJA's intranet;

- 3.1.22 **digital data on your whereabouts including building access (swipe cards, CCTV footage) and vehicle tracking technologies;**
- 3.1.23 **digital data on your use of our telephone and IT systems including laptops, computers, tablets, smartphones, and other devices provided by us (in some circumstances this may include us monitoring those systems, please refer to our ICT Acceptable Usage Policy for further details;**
- 3.1.24 **communications with and information held by those managing you or volunteering with you: for example, allocation of opportunities;**
- 3.1.25 **communications with and information held by the Human Resources department in addition to the information set out above;**
- 3.1.26 **details concerning the end of you volunteering with us, for whatever reason.**

3.2 The information shown in bold is or could include "**special categories**" of personal information. Under data protection laws, "special categories" of personal information (previously known as sensitive personal data) includes information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, genetic information, biometric information for uniquely identifying a person and information concerning a person's health, sex life or sexual orientation. Information concerning criminal convictions is placed in a similar category. This information is particularly sensitive and we will therefore only process this information where absolutely necessary: we will ensure it is only seen by those who have to see it; and will keep it secure. By law we are required to have a policy document outlining how we protect such information and how long the information is held for. Our policy document on this information will be reviewed from time to time.

3.3 Please note that the provision of information for us to monitor diversity is voluntary. It will be anonymised as far as possible, or where that is not possible, it may be pseudonymised (where we put in place safeguards making it hard to identify to whom the information relates) and you have the right to tell us that you no longer wish us to process certain types of information about you for the purpose of monitoring diversity.

4 HOW LONG WILL WE PROCESS YOUR PERSONAL INFORMATION?

We will process this information for the duration of you volunteering with us and for a period of 12 months following.

5 WHO IS COLLECTING IT AND WHO WILL IT BE SHARED WITH?

5.1 Mostly, we will be collecting the information about but we do also use the services of Reach to collect data about you relating to your application to volunteer with SJA. If your application is successful your data will be stored with Access.

5.2 The personal information we expect to collect about you may be:

5.2.1 provided directly to us by you, or made public by you, or

- 5.2.2 provided by a third party such as, for example, by another volunteer or a staff member, customer, client, supplier, or referrer.
- 5.3 We use other companies for certain functions and in limited circumstances. Information about you may be collected from and provided to and used by the following organisations:
- 5.3.1 Our outsourced administrative services;
- 5.3.2 Insurance companies we use. We also sometimes provide information to brokers for the purpose of arranging insurances;
- 5.3.3 HMRC, regulatory authorities including CQC, the police, LADO, HSE and Government Departments to comply with our legal obligations in relation to, for instance, tax;
- 5.3.4 Other third parties where we have a legitimate reason to share it (such as contractors or external professional advisors, including auditors) and have put the necessary safeguards in place to protect your information. Where possible the information will be anonymised but if this is not possible, the recipient of the information will be bound by confidentiality obligations;
- 5.3.5 The Disclosure and Barring Service where applicable to your volunteer work with us;
- 5.4 We may transfer the personal information we collect about you to the following countries outside the European Economic Area: the Bailiwick of Guernsey, Jersey and the Isle of Man. There is a European Commission adequacy decision in place for these countries, which means that they are deemed to provide an adequate level of protection.
- 5.5 We do not share your information with outside organisations other than for the purposes set out above and will not sell or provide information about you to any organisation for direct marketing purposes without your consent.
- 5.6 We may share personal information with The Priory of England and The Islands of The Most Venerable Order of The Hospital of St. John of Jerusalem [Charity number: 1077265] where reasonably necessary.
- 5.7 We may share information with a third party where it is envisaged that the business, or part of the business in which you volunteer, may be transferred to that third party (such as on a sale of the business or where a new contractor takes over services we provide). Where possible this will be anonymised but in some cases we may be required by law and under recognised due diligence practices to provide personal information including "special categories" of personal information. In such cases we will ensure that appropriate safeguards are in place in accordance with any relevant guidance from the Information Commissioner.
- 6 WHY IS IT BEING COLLECTED AND HOW WILL IT BE USED?**
- 6.1 We provide this Privacy Notice to comply with the principles set out at paragraph 2 above. We gather information in order to comply with our obligations and duties to you, and to ensure that you comply with your duties to us as a volunteer.

6.2 Where applicable, our legal and contractual obligations include ensuring: you receive the correct expenses; you and our other volunteers and our members of staff have a safe working environment; you have the correct equipment and training to undertake your volunteer work; and that we comply with government regulations and duties to regulatory authorities and government bodies.

6.3 We take data protection very seriously. As well as providing privacy notices for our volunteers regarding their own personal data, we have a Data Protection Policy which outlines data protection law and how we handle all personal data, including the personal data of our clients, customers, suppliers and contacts, and how we expect our volunteers to handle personal data in the course of their volunteer work with us. You must be familiar with the Data Protection Policy. Because of our potential exposure to criminal and civil liability and large fines from the Information Commissioner, failure to adhere to the Data Protection Policy could result in the termination of your volunteer role with us. Breaches of the Data Protection Policy could also potentially result in personal criminal liability for you.

7 ON WHAT GROUNDS DO WE PROCESS YOUR PERSONAL INFORMATION?

7.1 We rely on a number of lawful reasons for processing the information set out above. These are that:

7.1.1 It is necessary for the performance of your volunteer role with us; and/or

7.1.2 It is necessary for us to comply with our legal obligations, for example, in relation to health and safety laws; and/or

7.1.3 It is necessary for our legitimate interests, both in conducting our business, and ensuring that we are able to manage our volunteers throughout the duration of their relationship with us and beyond, where necessary; and/or

7.1.4 Where none of the other lawful reasons apply but it is necessary to protect your life or the life of someone else.

7.2 For "special categories" of personal information (as described above), or information which relates to criminal convictions, the commission/alleged commission of criminal offences, or criminal proceedings, there are separately specified lawful reasons which we rely on in addition to the above. We will only process this information where:

7.2.1 It is necessary for our or your obligations or rights in the field of employment law, for example within the meaning of the UK's data protection laws. To comply with these legal obligations we might need to process "special categories" of information such as your racial origin, your religious beliefs, or information concerning your health. (For the purpose of processing "special categories" of information we have a separate policy document which is reviewed from time to time and which outlines how we protect such information and how long the information is held for) ; and/or

- 7.2.2 The personal information has been manifestly made public by you, for example you openly publicise in the public domain that you are a member of a trade union; and//or
- 7.2.3 It is necessary in relation to legal claims, for example, legal claims, for example, in relation to an accident or allegations raised by a member of staff; and/or
- 7.2.4 It is necessary for reasons of substantial public interest. UK law places our monitoring of diversity and equality of opportunity in this category providing certain safeguards are in place; and/or
- 7.2.5 It is necessary to protect your life or the life of someone else and you are physically or legally incapable of giving consent, for example, if you suffer a medical emergency whilst volunteering with us.

7.3 Usually, we do not need your consent to process special categories of information as long as we do so in accordance with our separate policy document. There will sometimes be circumstances where we will ask for your freely-given, specific, informed and clear consent to process certain types of information about you if it is not already covered by one of the lawful bases set out above, in which case we will provide you with full details.

7.4 The information we hold about you will be used for the purposes for which it is collected unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

7.5 We have IT protections and other procedures in place to protect the data we hold. This can be found in the Privacy Notice on our website: www.sja.org.uk.

8 WHAT WILL BE THE EFFECT ON YOU?

8.1 We hope that you will enjoy volunteering with us. We endeavour to keep information about you limited to what is necessary and confidential.

8.2 In some cases, where the information is a statutory or contractual requirement, or necessary for you volunteering with us, and you fail to provide certain information, there may be consequences for you. If that is the case (for example you fail to provide us with information we have to pass to the DBS), we will make sure we give you adequate opportunity to provide the information and to tell you what the possible consequences of your failure to provide it are.

9 YOUR RIGHTS

9.1 Under data protection rules, you have rights in relation to your information. You have the right to request from us access to your own personal information.

- 9.2 Additionally, you have the right to request from us:
- 9.2.1 that any inaccurate information we hold about you is corrected (please note that you are required to keep us up to date with any changes to your personal information);
 - 9.2.2 that information about you is deleted in certain circumstances;
 - 9.2.3 that we stop using your personal information for certain purposes;
 - 9.2.4 that your information is provided to you in a portable format;
- 9.3 Due to the nature of our relationship with you and our reasons for processing your personal information, in many cases we may not be able to comply with your request in relation to the rights listed at 9.2 above, which are limited to certain defined circumstances. However, we will tell you if that is the case and explain why.
- 9.4 [If you make a request, we will respond to you within one month. We will not charge you a fee for dealing with your request \(unless your request is manifestly unfounded or excessive, such as where you make repeated requests\).](#)
- 9.5 If you wish to exercise any of your data rights as set out in this clause 9, please contact the Data Protection Officer:
- 9.6 If you are unhappy with how we are using your personal information or if you wish to complain about our use of information, please contact the Data Protection Officer. If we cannot resolve your complaint, you have the right to complain to the Information Commissioner's Office, which is the statutory regulator for data protection matters. The Information Commissioner can be contacted at <https://ico.org.uk/concerns/>.
- 9.7 If you have any questions about this Privacy Notice, would like any further information or wish to discuss any of the above further, please do not hesitate to contact the Data Protection Officer.