



DATA PRIVACY NOTICE FOR VOLUNTEERS & CLIENTS

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in connection with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation 2016/679 (the GDPR).

Who are we?

Ilkley and District Good Neighbours (IDGN) is the data controller (contact details above). This means IDGN decides how your personal data is processed and for what purpose.

How do we process your personal data?

Ilkley and District Good Neighbours complies with its obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:-

To enable us to provide a voluntary service for the benefit of the public as specified in our constitution.

To maintain our records.

To process gift aid donations.

What is the legal basis for processing your personal data?

Processing is necessary to enable us to safely engage volunteers in the delivery of our services and safely provide these services to our clients.

Sharing your personal data

Your personal data will be treated as strictly confidential. We will only share your data with other third parties with your consent.

How long do we keep your personal data?

We keep our clients' and volunteers' personal data for no longer than necessary to enable us to provide the voluntary service asked for.

Client's personal data is usually kept for 6 years after the end of receipt of services. If a client has been diagnosed with mental illness or there has been a safeguarding investigation then records are required to be kept for 10 years after the provision of the service has ceased.

We keep volunteer's personal data for 2 years after a volunteer's role ends, and 7 years if the data relates to a formal complaint or health and safety incident.

If you're interested in volunteering, IDGN will keep your details for up to 6 months. If there's not a role available after this time, IDGN will remove them.

Contact details of people who have enquired about volunteering or using our services but have not wished to progress to becoming volunteers or clients will not be held.

IDGN cannot accept an offer to volunteer if the volunteer does not provide the information requested at the application stage.

Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which Ilkley & District Good Neighbours holds about you;
- The right to request that Ilkley and District Good Neighbours corrects any personal data if it is found to be inaccurate or out of date;
- The right to request that your personal data is erased where it is no longer necessary for Ilkley and District Good Neighbours to retain such data;
- The right to request that the data controller provide the data subject with his/her personal data;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to lodge a complaint with the Information Commissioner's Office.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Contact details

To exercise all relevant rights, queries or complaints, please in the first instance contact the Chair, at Ilkley and District Good Neighbours, Riddings Hall, Riddings Road, Ilkley LS29 9LU.

Tel: 01943 603348, email chair@goodneighboursilkley.org.uk

You can contact the Information Commissioner's Office on 0303 123 1113 or by email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF