



Privacy Notice for Volunteers

We value the crucial role that all our volunteers play in FRED's work. We value the trust you place in us by giving us your contact details and any other personal information we need to carry out our work. It's our wish, as well as a legal requirement, to explain how we process data about our volunteers.

All personal data is treated with the appropriate levels of security and this page explains how we will and will not use any personal data you give us.

The main purpose in collecting personal data is to enable FRED to run its scheme effectively. The purpose of this notice is to inform you of the type of information we hold, where this information is obtained, its purpose and how you may access such information. This covers general information as well as Special Categories of Personal Data (previously known as Sensitive Personal Data) that is held manually and in our computer systems.

Data controller

The Management Team of FRED are the data controller and are responsible for your personal data (referred to as "FRED", "we" "us" or "our" in this notice). The names of the Management Team members can be obtained from the Coach Coordinator.

If you have any questions about this notice, including any requests to exercise your legal rights, please contact the FRED Secretary using the details below.

Information collected

We hold a variety of data. This ranges from the paperwork you completed during the recruitment process, a copy of your Volunteer Reading Coach Commitment, where appropriate, and other forms you may have signed during your induction with us. This information may be kept electronically and/or on paper. We will update this information throughout the time you volunteer with us. The data we hold about volunteers generally includes:

- Personal details, e.g. name, address, telephone number(s) and email address(es)
- Information provided on or with application forms e.g. academic record; qualifications & skills; membership of professional bodies
- References
- Training and Coach monitoring records
- Email communication with us
- Financial information for expense payments (where appropriate)

We ask all volunteers who apply to FRED to complete an Equalities Monitoring Form, so that we can evaluate how effectively we are providing volunteering opportunities to a diverse range of people. However, the data provided on this form is provided anonymously, will be filed separately from your personal files, and will not be kept in any way that indicates your identity.

Should we ask you to undergo an Enhanced DBS Check because it is considered necessary for working with a certain Reader, then the disclosure forms received back from the Disclosure and Barring Service will not be retained. Instead, your file will simply be marked with a statement that indicates your suitability for working with a Reader who has been assessed to be 'at risk'.

If you choose to tell us about any criminal convictions other than through a DBS Check we will handle that data as if you had undergone an Enhanced DBS Check.

How we will use your personal information

We will use the information we collect from you for the following purposes which is necessary in our legitimate interests to help people learn to read:

- Monitoring of the recruitment process (from enquiry to appointment)
- Matching you with a Reader
- Monitoring your progress with your Reader
- Administration and payment of expenses, where appropriate
- Training & development
- Consulting and communicating

We also use your personal information to help us comply with our legal obligations.

Sharing your personal information

FRED only keeps information about you that is required for the purposes of carrying out its activities or for legal reasons. Your data is not released to people outside the Organisation unless you have given your written consent, except where there is a legal requirement to do so.

We ask Reading Coaches to provide their names, telephone numbers and email addresses which will be shared with the FRED Management Team when it is considered relevant. This is in our legitimate interest to enable us help people learn to read.

Your rights

You have a right to:

- Review your volunteer file and request copies of information contained in it and of any information about you that is kept about you (with the exception of references which are confidential).
- Request correction of any incomplete or inaccurate data held about you.
- Request deletion of your personal data where there is no good reason for us to continue to process it. We will notify you if there is a legal obligation for us to continue to hold your data at the time you request deletion.
- Object to processing where we rely upon a legitimate interest to do so.
- Request that we restrict the processing of your personal data.
- Request the transfer of your personal data to a third party.
- Withdraw your consent at any time to processing which we carry out using your consent.

This will not apply to data processed before the consent was withdrawn.

If you would like to exercise any of these rights please contact us using the details below. Requests must be in writing (this could be by email) and you may be requested to provide proof of identity before we can process your request.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Retention of your personal information

Your personal information will be kept for as long as you are involved with FRED and for seven years after you finish volunteering with us.

A full copy of our Data Protection Policy is available to download from the FRED website.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data 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 data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.