

Volunteer Privacy Notice

Somerset County Council (SCC) complies with the Data Protection Legislation and is registered as a 'data controller'.

Our [Data Protection Notification](#) (registration number Z5957592) includes information about the types of personal data we process, what we use it for, and who we share it with.

If you are an employee of SCC the SCC employee privacy notice will apply [Data Protection - SCC extranet](#).

Data Controller: Somerset County Council

Data Protection Officer Contact: informationgovernance@somerset.gov.uk

Purpose for processing: We collect and process your information for the administration of volunteer agreements and arrangements; safeguarding of Somerset County Council clients and customers; payment of expenses.

Data we are likely to process includes: Your name, gender, date of birth and contact details (personal and emergency), bank account details (if claiming expenses) opportunities you have applied to, your volunteer hours and comments you record around your volunteering activity.

We collect and use this information to:

- Administer and manage your volunteer placement
- Support the delivery of services
- Ensure we meet statutory obligations

Your personal data may be collected on a paper or online form, by telephone, email, or by a member of our staff.

We do not pass personal data to third parties for marketing, sales or any other commercial purposes without your prior explicit consent.

Basis for processing your information

Legitimate Interest: We will use your personal data in order to deliver a service to you, including your profile, provide you with recommendations of volunteering opportunities, and recruitment process and training, depending on volunteer role you apply for. We may also use your email address to contact you about changes to our service.

When you apply to become a volunteer for Somerset County Council, you willingly enter a voluntary agreement, formed between you and Somerset County Council. In order to carry out our obligations under that agreement we must process the information you give us, as set out in the purpose for processing.

When there is no contractual relationship, for example when you contact us (via telephone, web-form or email) asking for more information about volunteering, you provide your consent to us to collect and process information that may be personal information in order to reply with the information you need. We may record your enquiry and our response in order to increase the efficiency and quality of our service to you. Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies or explain at the beginning of a telephone call.

We also may use the information collected automatically, such as your IP address and information stored via cookies, to gather statistics about the number of people who visit our website to customise its content, layout and services.

If you have given us explicit permission, we may from time-to-time pass your name and contact information to selected Somerset County Council partners or organisations, we think will be of interest to you, for example further volunteering opportunities.

Legal obligations of processing: In some volunteer roles, we must process your information in order to comply with a statutory obligation. Including:

- Safeguarding of vulnerable adults and children (The Care Act 2014, Children and Families Act 2014, and The Children's Act 2004)
- Proof that volunteer is legally able to fulfil the volunteer role (e.g. Volunteer drivers must have current drivers' licence, with no more than 6 points)
- Volunteer Safety and Security (protected as non-employees, under the Health and Safety at Work Act 1974, whilst undertaking duties under their control, SCC Public Liability Insurance)
- We may be required to give information to legal authorities if requested or if they have the proper authorisation such as a search warrant or court order.

Under 16s:

Children under the age of 16 cannot give consent for their data to be used for either legitimate interest or legal. Therefore, children under 16 will have to seek consent from a parent or guardian. When this is the case, the parent or guardian will be asked to verify that person is allowed to do so.

Anonymised and pseudonymised data: Your personal data may be aggregated with others and anonymised to create statistics that will be used to plan and evaluate. Only the data controller will have access to the original data. No one else who accesses this data will be able to see from whom the data originated, nor be able to trace it back to you.

Data Sharing: In order to process, the personal data you provide will be shared with:

- Central Somerset County Council Volunteer team
- Relevant Somerset County Council Services
- Somerset County Council Recruitment team
- Somerset County Council HR and Payroll
- When necessary Avon and Somerset Police

When becoming a volunteer, you may be offered to sign-up to a newsletter. Unless you choose to sign up by ticking the relevant box, you will not receive any further mailings other than a reply to your enquiry and essential information relating to your volunteer role. If you would like to stop receiving further mailings from us, you can unsubscribe from our newsletters by either clicking unsubscribe at the bottom of the email or responding to the sender.

Transfers abroad: this data will not be transferred abroad

The Security of your data:

Somerset County Council endeavours at all times to keep your personal data secure by storing it in secure servers both on-site and in Government accredited cloud storage. Somerset County Council endeavours to send all personal data using encrypted email services.

Data Retention: this data will be retained for a period of 6 years to meet financial requirements, unless your role involves working with children and therefore, by law, will be held indefinitely.

Somerset County Council will only retain and store your data for as long as it is needed for the purpose for which it was collected, or as required by the law, or as dictated by best practice as recommended by the Information and Records Management Society (IRMS).

CCTV: We have installed CCTV systems in some of our public premises for public and staff safety, crime prevention and crime detection. In all locations, signs are displayed notifying you that CCTV is in operation and providing details of who to contact for more information about the scheme. We will only disclose CCTV images to others for the purposes stated above.

Your Rights: You have the right to ask Somerset County Council to a copy of your data, the right to rectify or erase your personal data, and the right to object to processing.

However these rights are only applicable if the Council has no other legal obligation concerning that data.

If you find that we hold information about you that is not accurate you may have the right to have this corrected. To correct inaccurate information held about you please contact informationgovernance@somerset.gov.uk

There may be circumstances in which you can “opt-out” of your personal data being used for data sharing. To “opt-out” of information sharing, please contact informationgovernance@somerset.gov.uk. Please note your request will not affect our statutory duties to share your information in circumstances where we are legally obliged to do so.

You also have a right to make a complaint if you believe that your personal data has been shared inappropriately. More information about how to make a complaint is available on our [customer feedback](#) page.

You also have the right to complain to the regulator, <https://ico.org.uk/>.

Consequences: To be used where processing is by law or contract. If you do not supply this information to us, we will not be able to place you into a volunteer role.

For more information see www.somerset.gov.uk/privacy