

## Privacy Notice (Volunteers)

This privacy statement explains how we use any personal information we collect about our volunteers, as well as students on work placements or internships.

### 1. What information do we collect about you? How will we use the information?

We collect personal information about you for a variety of purposes relating to your voluntary work or placement including:

- Basic information such as name and contact details so that we can contact you in an emergency if we need to;
- Medical information so that we can ensure that you are fit for work, and will not put yourself or others at risk;
- Next of kin contact details to use in the event of an emergency;
- Name and contact details of your supervisor if you are on a placement;
- Bank or building society details so that we can pay any travel and subsistence or petty cash claims;
- Attendance records so that we can manage any unforeseen absences and their consequences;
- Performance records so that we can record your personal achievements, and ensure that the projects goals are being met;
- Disciplinary and grievance records in the event that you are involved in any incidents are work which require the museum to undertake an investigation and result in action being taken against you or another member of staff;
- Volunteering or placement history so that we have a record of the contribution you have made towards the museum and to help us provide you with a reference;

Please note that where your voluntary work or placement requires access to the museum's collections or secure areas we may also carry out identity checks, reference checks and criminal record checks.

Some of this information is necessary because we have a legitimate interest in knowing more about you before we offer you an opportunity to work at the

museum, such as asking for references and carrying out identity checks. Other information is necessary to comply with a legal obligation under employment law or health and safety legislation. We may also collect information with your consent, such as your nationality, ethnic origin, marital status and gender to be used in statistical reports about the equality and diversity of the workforce only.

### **CCTV footage**

We also use CCTV extensively throughout the museum to protect our visitors and staff, to deter and detect crime, and to assist in the investigation of incidents. We abide by the CCTV Code of Practice in the management of any information recorded, and the footage is usually kept for 30 days and then destroyed, unless there is a need to retain it as evidence as part of an ongoing investigation. Further information may be found in our CCTV Policy.

## **2. Who has access to your personal information?**

The personal information we hold about you is kept in your personnel file, which is kept in the HR Department. In the majority of cases only you, HR and in some instances your Line Manager has access to your personal information.

## **3. Who we share your information with?**

We will not disclose your personal information to any third parties or external organisations, other than those data processors and service providers carrying out work on our behalf. The museum carries out comprehensive checks on any companies working on our behalf before we work with them, and puts contracts in place in line with current data protection legislation, that sets out our expectations and requirements, especially regarding how they manage your personal information.

We currently use Volunteer Makers to register and manage our volunteers (not our student placements or interns), and your personal information is retained as long as you are actively engaged with us. If you cease to be a volunteer, or if we cancel our contract with Volunteer Makers, it will be deleted. You can find further information on how your personal information is processed by Volunteer Makers at <http://volunteermakers.org/frequently-asked-questions-volunteer-makers/>.

In the event where we wish to share your personal information in a way that is not covered in this policy, we will apply for your explicit and informed consent.

#### **4. How we ensure your information is up to date?**

We will carry out routine data screening and cleaning, and will also contact you from time to time to check that any information we hold about you is relevant for the purposes of processing, and is accurate and up-to-date.

#### **5. How long is my information retained?**

Personal information about volunteers and placements is regularly reviewed, and any information that is no longer required is securely destroyed. Some information is retained for only as long as you are a volunteer or placement, such as your contact details and medical information; other information is kept for a few years, such as the record of the contribution you have made towards the museum in case we are asked to provide you with a reference.

#### **6. How you can access to your information**

You have the right to request a copy of the information that we hold about you at any time during your voluntary work or placement by emailing [HR@armouries.org.uk](mailto:HR@armouries.org.uk) and asking to see your personnel file.

If you are a former volunteer or student, you may email [HR@armouries.org.uk](mailto:HR@armouries.org.uk) at any time, and request a copy of the information that we hold about you. There is usually no charge for making this request, and we will normally respond within twenty working days. However if we hold a large amount of information about you or your request is complicated, then we may need to charge you a reasonable fee, based on the cost of providing the information, and extend the deadline by up to two months. We will advise you of any charges or delays in responding to your request. We will keep a record of your Subject Access Request for a period of two years in order to show that we have complied with the Data Protection Act (2018) after which it will be destroyed.

For further information on your rights visit the Information Commissioner's website, <https://ico.org.uk/for-the-public/>.

## 7. What other rights do you have?

You also have the right:

- to have your personal information rectified if it is inaccurate or incomplete;
- to request the deletion or removal of your personal information where there is no compelling reason for its continued processing (the right to be forgotten);
- to 'block' or suppress the processing of your personal information;
- to obtain and reuse your personal information for your own purposes across different services;
- to object to processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling); direct marketing (including profiling); and processing for purposes of scientific/historical research and statistics; and
- *not to be subject to a decision* when it is based on automated processing; and it produces a legal effect or a similarly significant effect on you.

We will respond to any requests to change any out-of-date or inaccurate information which we hold about you, and to remove any information where there is no longer any contractual or legal obligation to keep it.

## 8. How to contact us?

If you have any questions about our privacy policy or the information we hold about you please contact our Staff Data Protection Officer:

Corina Burnett  
Head of Business Support Services  
Royal Armouries  
Armouries Drive  
Leeds LS10 1LT  
[corina.burnett@armouries.org.uk](mailto:corina.burnett@armouries.org.uk)

Tel. 0113 220 1913

If you feel that we have not upheld your rights and wish to make a complaint, you should contact our Data Controller:

Malcolm Duncan

Data Controller

Royal Armouries

Armouries Drive

Leeds LS10 1LT

[dpa@armouries.org.uk](mailto:dpa@armouries.org.uk)

Tel. 0113 220 1905

## **9. How to contact the Information Commissioner?**

If you are not satisfied with our response to your request to remove, change or provide any personal information, or if you believe that we are not processing your personal information in accordance with the law, you have the right to complain to the Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone 0303 123 113

Website: [www.ico.org.uk](http://www.ico.org.uk)

10. Date of review