



Supported Individual Privacy Information

Why do we collect your personal information?

To provide you with volunteer support through the NHS Volunteer Responder Scheme, Royal Voluntary Service will need to collect, use and record certain personal information about you. We will use this personal information only for the purposes of administering the Scheme, including:

- Arranging volunteer support;
- Protecting your health and safety and that of our volunteers; and
- Communicating with you from time to time.

Royal Voluntary Service will be the 'controller' of your personal information, which means that we have overall responsibility for ensuring that it is kept safe and secure and only used in accordance with the law.

What personal information will we collect?

If you make a request for volunteer support or if your GP or another organisation makes a request on your behalf, we will ask for various personal information about you. This includes:

- Your name, address and contact details;
- Confirmation of the basis on which you are eligible for volunteer support; and
- Confirmation of whether you have a cognitive impairment or other significant vulnerability (we will only use this information to ensure that you are supported by a suitable volunteer).

In addition, if you request Community Support (e.g. help with your shopping), we will ask whether you currently have or are suspected as having COVID-19. We will use this information to ensure the health and safety of our volunteers.

How is our use of your personal information lawful?

Under data protection law, Royal Voluntary Service needs to have a valid legal basis for collecting, using and recording your personal information. The legal basis we will generally rely upon is that our processing of your

personal information is necessary for the purposes of our legitimate interests (namely, the delivery of volunteer support to you through the Scheme).

If we process any 'special category personal data' about you (such as information relating to your health), we also need to satisfy an extra condition. The conditions we will generally rely upon are either:

- Your explicit consent; or
- That our processing is necessary to meet a substantial public interest.

In addition, we will only:

- Share your personal information with others in very limited circumstances; and
- Retain your information in accordance with strict rules.

What rights do you have?

Under data protection law, you have a number of rights, including:

- The right to object to our processing of your personal data: and
- The right to make a subject access request.

Where we rely on your explicit consent to process your personal data, you also have the right to withdraw consent at any time.



To exercise any of your rights, please contact our Data Protection Officer: **dataprotection@royalvoluntaryservice.org.uk** or telephone **029 2073 9184**.

Please also contact our Data Protection Officer if you have any queries relating to our use of your personal information or if you wish to make a complaint. You can also make a complaint directly to the Information Commissioner's Office.

Further information about Royal Voluntary Service's use of your personal information can be found in our Privacy Notice for Supported Individuals (see **<https://volunteering.royalvoluntaryservice.org.uk/documents/vr-portal/privacy-notice-for-supported-individuals-020620-1066.pdf>**). Alternatively, please contact our Data Protection Officer: **dataprotection@royalvoluntaryservice.org.uk** or telephone **029 2073 9184**.

For more information about NHS Volunteer Responders, call: 0808 196 3646 or visit **nhsvolunteerresponders.org.uk**