



Ref: P41.5

## **Z2K Volunteer Privacy Notice**

**Data controller: Zacchaeus 2000 Trust (Z2K), Fourth Floor, 79-80 Petty France, London SW1H 9EX**

Z2K collects and processes personal data relating its volunteers to manage the volunteering relationship. Z2K is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### **What information does Z2K collect?**

Z2K collects and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth and gender;
- the terms and conditions of your volunteering;
- details of your qualifications, skills, experience and volunteering and employment history, including start and end dates, with previous employers/volunteering places and with Z2K;
- details of your bank account (for reimbursement of expenses);
- information about your marital status, next of kin, dependants and emergency contacts;
- information about your nationality and entitlement to work in the UK;
- information about your criminal record;
- details of your schedule (days of work/study/volunteer and work/study/volunteer hours)
- references from your referees on your volunteering suitability
- information about medical or health conditions, including whether or not you have a disability for which Z2K needs to make reasonable adjustments; and
- equal opportunities monitoring information including information about your ethnic origin, sexual orientation and religion or belief

Z2K may collect this information in a variety of ways. For example, data might be collected through application forms, CVs or resumes; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during volunteering (such as volunteer expression of interest form); from correspondence with you; or through interviews, meetings or other assessments.

In some cases, Z2K may collect personal data about you from third parties, such as references supplied by your referees, and information from criminal records checks permitted by law.

Data will be stored in a range of different places, including in your personnel file, in Salesforce volunteer management system, Formstack and in other IT systems including Z2K's email system.

### **Why does Z2K process personal data?**

Z2K needs to process data to enter into a volunteering relationship with you and to meet its responsibilities in this relationship. For example, it needs to process your data to assess whether you are suitable for the volunteering role, to manage your volunteering days, and to reimburse you for approved expenses incurred due to volunteering with Z2K.

In some cases, Z2K needs to process data to ensure that it is complying with its legal obligations. For example, for certain volunteering role, it is required to conduct a DBS check.

In other cases, Z2K has a legitimate interest in processing personal data before, during and after the end of the volunteering relationship. Processing volunteering data allows Z2K to:

- run volunteering recruitment and retention processes;
- maintain accurate and up-to-date volunteer records and contact details (including details of who to contact in the event of an emergency),
- operate and keep a record of volunteer reviews, to ensure acceptable conduct within the workplace, and maintain volunteer satisfaction
- to reimburse volunteers of approved expenses incurred during volunteering
- ensure effective general business administration;
- provide references on request for current or former volunteers; and
- respond to and defend against legal claims.

Some special categories of personal data, such as information about health or medical conditions, is processed to carry out health and safety, and equal opportunities obligations such as those in relation to volunteers with disabilities.

Where Z2K processes other special categories of personal data, such as information about ethnic origin, sexual orientation or religion or belief, this is done for the purposes of equal opportunities monitoring. Data that Z2K uses for these purposes is anonymised or is collected with the express consent of volunteers, which can be withdrawn at any time. Volunteers are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

### **Who has access to data?**

Your information may be shared internally, if access to the data is necessary for performance of their roles, for example the Chief Executive, and the employee responsible for recruitment and/or management of volunteers. The Office Manager may need access to your data in order to manage your volunteer file in the database, and the administrator may need access to your volunteer record to manage your volunteering days. Your contact details is available to Z2K employee in the event that any one employee may need to contact you regarding a volunteering matter, all other information is restricted to the view of Chief Executive, Office Manager and the employee responsible for recruiting or managing you.

When Z2K makes you an offer of volunteering opportunity, it shares your data, with your knowledge, with the references you provided to obtain references for you, and if necessary, the Disclosure and Barring Service to obtain necessary criminal records checks.

Z2K outsources the bookkeeping functions to our bookkeeper, Jenny Temperley (Telos Trading). Z2K will share your expenses claim related information with her for the purpose of processing Z2K's

accounts. Z2K may also share your expenses claim information with our accountant, Andrea Kibble (AK Accounting solutions) for the purpose of processing our accounts. The Independent Examiner appointed by the Board may require access to your expenses claim for the purpose of examining our accounts. If your volunteering role is in a project funded by a particular funding organisation, or where your role is in a project funded by a joint project, Z2K may have a contractual obligation to release your information to the funder and/or joint project members. In these circumstances, the data will be subject to confidentiality arrangements and Z2K will only share information that is required.

Other than office equipment in Z2K's office, Z2K uses other IT systems to process your data such as cloud based Microsoft Office 365 for its emails and a restricted area access NAS server for document storage. Z2K aims to keep your data within the European Economic Area (EEA). Where Z2K needs to use the services of an IT provider who has to have your data transferred outside the European Economic Area (EEA) for processing, for example, Salesforce, Z2K will ensure that the provider meets the requirements of GDPR, for example, the country has an adequate level of protection for personal data by The European Commission or if the provider is based in the US, it is part of the EU-US Privacy shield.

### **How does Z2K protect data?**

Z2K takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by your line manager, chief executive and office manager and appointed third parties e.g. bookkeeper in the proper performance of their duties. Paper documents are kept in a locked drawer only accessible by the member of staff responsible for your records.

### **For how long does Z2K keep data?**

Z2K will hold your personal data for the duration of your volunteering. The periods for which your data is held after the end of volunteering are:

- If you were not offered a volunteering opportunity, your information will be kept for 3 months after which it will be destroyed
- Data relating to expenses claim is kept for at least 3 years after a volunteer leave,
- Data kept in Z2K financial accounts is kept for 7 years from the year of that account e.g. 2012 accounts that may contain volunteer expenses claim are kept for 7 years from 2012.
- Data such as volunteers' personal records is kept for 1 year after a volunteer leaves
- work done by the volunteer that is casework related will have to be kept for 7 years from when that case is closed.

### **Your rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require Z2K to change incorrect or incomplete data;
- require Z2K to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where Z2K is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact Tanya Sutton, Office Manager at [tanyasutton@z2k.org](mailto:tanyasutton@z2k.org). Our full Subject Access Request policy can be found on our website. To get in touch with us about any of these rights or access your data, please find herewith links to our [Data Subject Rights Request form](#).

If you are unhappy with how we are using your personal data, we would like to hear about it. Your feedback helps us learn and improve. To make a complaint to Z2K please contact us on 0207 259 0801. If you believe that Z2K has not complied with your data protection rights, you can complain to our regulator, who is the Information Commissioner's Office in the UK.

#### **What if you do not provide personal data?**

Z2K may not be able to appoint you as a volunteer or continue with your volunteering or carry out certain obligations if you do not provide personal data. For example, Z2K may not be able to reimburse your travel if you do not provide a travel journey history.

#### **Automated decision-making**

Volunteering decisions are not based solely on automated decision-making.

#### Monitoring & Review

Date created: 01 May 2018

Date last updated:

Date of next review: 01 May 2019

Responsible for Review: Chief Executive & Office Manager