

<b>Policy</b>			
<b>Policy Section</b>	<b>Policy Subject</b>	<b>Date</b>	<b>Review Date</b>
Volunteers	Privacy Notice	11/05/2022	May 2023

## **Volunteer Privacy Notice**

1. Volunteer recruitment
  - a. Helpline adviser
  - b. Events and fundraising
  - c. Communications
2. Communicating with volunteers
3. Data retention
4. Access to your information
5. How to contact us

### **1. Volunteer recruitment**

We will collect personal and sensitive information from our volunteers through our volunteer application and equal opportunities forms in the recruitment process. Currently we recruit volunteers mainly for our helpline but also for events and fundraising, and communications opportunities.

#### **a. Helpline adviser**

For helpline adviser recruitment, if the volunteer passes their helpline call assessment and training and agrees to be a helpline adviser volunteer with Scottish Families, their data will be processed. If the potential volunteer does not want to continue after training, all of their personal information that was collected in the recruitment process will be deleted from our system.

#### **b. Events and fundraising**

Our Fundraising Manager collects and stores personal information of event and fundraising committee volunteers and securely keeps them on our Salesforce system. The Fundraising Manager and Community Fundraiser are the only members of staff who are able to access these records.

Full information on volunteering with Scottish Families can be found in our organisational Volunteer Policy.

#### **c. Communications**

Our Communications Development Office collects and stores personal information of communication volunteers and securely keeps them on our Salesforce system. The Communications Development Manager and Communications Assistant are the members of staff who are able to access these records.

### **2. Communicating with volunteers**

For business purposes volunteers will be contacted by the members of staff they are assigned to.

For example – fundraising volunteers will be contacted by our Fundraising Manager and helpline advisers will be contacted by our Helpline Development Officer

These communications serve for information and supervision. There are no marketing purposes in these communications. Volunteers can sign-up to our mailing list on their own accord.

### 3. Data retention

Our retention period for volunteer personal information is currently two years after collection however this may be longer depending on the period of time the volunteer stays with Scottish Families.

Volunteers can stop being a volunteer with Scottish Families at any time and we will remove any personal information we have of them from our system within six months. Our data retention period for volunteer leavers is six months for business and legal purposes.

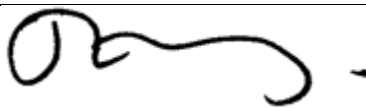
### 4. Access to your information

Current or past volunteers are entitled to request access to the personal information held about them. We will respond to the request within one month free of charge. Volunteers should submit a request to any of the contact details below.

### 5. How to contact us

Please contact us if you have any questions about our support service privacy notice or information we hold about you:

- Email: [info@sfad.org.uk](mailto:info@sfad.org.uk)
- Or write to us at: Scottish Families, Edward House 199 Sauchiehall Street, Glasgow, G2 3EX.
- Helpline: 08080 10 10 11 / [helpline@sfad.org.uk](mailto:helpline@sfad.org.uk)

<b>Approved by:</b>	 Justina Murray – CEO
<b>Date:</b>	27.05.22
<b>Last updated:</b>	11.05.22