

Privacy Notice: Volunteers of Turning Point Scotland



THE EU GENERAL DATA PROTECTION REGULATIONS (GDPR)
AND THE DATA PROTECTION BILL (DPB)



GDPR regulations became law on 25 May 2018. This means that organisations have to manage your data securely and you have new rights to access information we hold about you.

1. Who is responsible for managing your information?

Turning Point Scotland (TPS) is the Data Controller and agrees to protect your rights in line with the GDPR. We are also the Data Processor and are responsible for making sure we process your data legally. We have a Data Protection Officer who is responsible for making sure we meet our obligations to manage your information correctly.

2. What information do we collect about you?

We collect personal data about you. Personal data is data that can identify you. This includes things like your name, qualifications, date of birth, home address, telephone number, private email address and emergency contact details.

We also collect special categories of personal data about you. Special category data is more sensitive. This can include health records and information on equal opportunities such as monitoring racial or ethnic origin, religious or philosophical beliefs and sexual orientation.

For many volunteer roles that involve being with people who are supported by the organisation or where money is handled, we also have legal reason to collect criminal conviction data. Criminal conviction data includes information on criminal convictions and allegations, e.g. PVG or basic disclosure data with relevant risk assessments. You can find TPS Protection of Vulnerable Groups and Disclosures Policy on the TPS intranet.

3. How do we collect your information?

We collect information about you when you volunteer with TPS. You provide most of your information when you register as a volunteer. This comes from your agreement paperwork and any references. During your time as a volunteer, we will collect or generate more information such as Disclosure Scotland checks and training records. We also collect data by CCTV recording, which we need for the health, safety and security of you as well as TPS employees and service users.

4. How do we hold your information?

We use electronic and manual systems to hold and store your information securely.

5. How will we use your information?

We will hold and process the information you provide us or the information we collect and generate during your volunteering.

Examples include:

- making sure volunteering is safe for the people we support, employees and volunteers
- providing you with things you might need such as ID badge, mobile phone, email, protective clothing
- administering volunteer information files and training records
- undertaking volunteer supervision, 1:1 meetings
- maintaining records and taking decisions on your fitness to volunteer, risk plans/assessments and suitability in specific locations and roles
- communicating with you about core volunteer matters, keeping in touch and reminders for training and meetings
- processing volunteer out of pocket expenses
- responding to emergency situations or significant incidents
- checking and reporting if required to Disclosure Scotland and other similar public bodies such as Care Inspectorate and Safeguarding Teams for Protection of Vulnerable Groups
- providing references
- transferring information about you within Turning Point Scotland
- recording and analysing our accident and incident database and informing the Health and Safety Executive should there be a reportable accident
- external and internal quality audits and inspections
- statistical analysis to help with organisational aims and to monitor diversity

We process the minimal amount of data we need to meet the legitimate purpose and do this securely.

6. What is the legal basis for processing your information?

We can legally process your information in the following circumstances:

- To meet our legal obligations, e.g. PVG
- To protect the vital interest of you or another person, e.g. to protect someone's life.
- For a legitimate interest, e.g. What would be reasonable in the course of your normal day to day volunteer role in line with the volunteer agreement.

7. Who do we share your information with?

We are responsible for making sure we share your information safely and only when necessary in connection with your volunteering role. We may share your information within Turning Point Scotland and externally with other agencies and commissioners for audit or agreeing suitable volunteer opportunity. This could include the Care Inspectorate, Care Managers, Service User Family and Next of Kin.

If we want or need to share your information with other parties, which is not covered in this leaflet we will seek your consent. This includes photographs for communications, website and newsletters.

We do not need your permission to share information about volunteers in the following circumstances:

- Where we need to report a crime.
- Where there is a serious risk of suicide, violence or abuse, especially to a child or young person.
- Where there is a legal need (statute or court).
- Where there is a need for urgent medical attention.
- Where considerations to public interest outweigh other considerations.
- Where TPS receives a formal recruitment reference request for a volunteer applying for a new post

8. How long will we hold your information?

We will only hold your information for as long as we are required to. Information explaining this called “Retention schedules” are on the TPS intranet.

9. What are your individual rights?

You have a right to access your data and object to the processing of your personal information. You can also correct, delete or restrict access to it. There are some very specific circumstances where TPS does not need to or cannot comply with requests. If you request access to your information, we will acknowledge and reply to you within one calendar month of the Data Protection Officer receiving your request.

10. How do you make a complaint?

If you are unhappy with how your personal data has been processed, you should first contact our Data Protection Officer in writing or by email:

Data Protection Officer
Turning Point Scotland
54 Govan Road
Glasgow
G51 1JL

Email: DPO@turningpointscotland.com

If you remain dissatisfied you can write to the Information Commissioner, who is responsible for enforcing this legislation, at:

The Information Commissioner's Office - Scotland
45 Melville Street
Edinburgh
EH3 7HL

Telephone: 03031231115

Email: Scotland@ico.org.uk



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