

Helen & Douglas House, Human Resources Privacy Notice

At Helen & Douglas House we are committed to ensuring your privacy and the security of your personal information. We promise to respect any of your personal data that is shared with us, and to keep it safe. We aim to be clear where and when we collect your data and not do anything with it that you wouldn't reasonably expect us to.

Please read this statement to understand how your personal information may be used.

Who we are

Helen & Douglas House is a registered charity caring for children and young people with lifeshortening and life-threatening conditions, their families and carers, through specialist hospice care.

We aim to enable these young people to live as well and as fully as possible to the end of their lives, and to support their needs and wishes at the time of their death. We do this by providing specialist palliative care through medical and nursing expertise, emotional and practical support. We also support families and carers alongside these young people, and into bereavement.

As a charity we rely almost entirely on donations to support our families.

Our Registered Charity Number is 1085951.

Data Protection

As an organisation Helen & Douglas House is registered with the Information Commissioner's Office (ICO). The ICO is the UK's data protection authority.

The General Data Protection Regulation (GDPR) is a European-wide legal framework that replaces the Data Protection Act 1998 in the UK. The GDPR relates to people's fundamental rights and freedoms concerning the control, processing and protection of personal data (identifiable to an individual). More information about the GDPR can be found at the ICO web site.

Privacy Notices, like this, describe how your personal information is treated in line with the requirements of the GDPR.

Under the definitions of the GDPR, Helen & Douglas House is both a data controller and a data processor. This means that we determine the purpose and means of the processing of personal data, as well as undertaking processing.

We also work in compliance with other data protection legislation such as the Privacy and Electronic Communications Regulations (PECR), which governs the usage of emails and telephone numbers for marketing.

What information do we collect and how do we use it?

Personal information is any information that can be used to identify you. For example, it can include information such as your name, email address, postal address, telephone number, credit/debit card details, as well as information relating to your health.

Helen & Douglas House processes personal data relating to its volunteers to manage their volunteering role. The organisation collects and processes a range of information about you. This may include:

- your name, address and contact details, including email address and telephone number, date of birth and gender;
- details of your qualifications, skills, experience and employment history, including start and end dates, with previous employers and with the organisation;
- Photos for ID purposes;
- information about your marital status, next of kin, dependants and emergency contacts;
- information about your nationality;
- information about your criminal record;
- details of your schedule (days of work and working hours) and attendance at work;
- details of any disciplinary or grievance procedures in which you have been involved, assessments of your performance, training you have participated in, performance improvement plans and related correspondence;
- information about medical or health conditions, including whether or not you have a disability for which the organisation needs to make reasonable adjustments;
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The organisation collects this information in a variety of ways. For example, data is 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 your volunteering (such as benefit nomination forms); from correspondence with you; or through interviews, meetings or other assessments.

Data is stored in a range of different places, including in your personnel file, in the organisation's HR management systems and in other IT systems (including the organisation's email system).

Why does the organisation process personal data?

The organisation needs to process personal data as a part of a volunteering agreement. In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations. For example, it is required to comply with health and safety. For certain positions, it is necessary to carry out criminal records checks to ensure that individuals are permitted to undertake the role in question.

The organisation processes personal data before, during and after the end of the volunteer relationship. Processing volunteer data allows the organisation to, for example:

- run recruitment processes;
- maintain accurate and up-to-date records and contact details (including details of who to contact in the event of an emergency);
- operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace;
- operate and keep a record of absence and absence management procedures, to allow effective workforce management;
- obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law;
- ensure effective general HR and business administration; □ respond to and defend against legal claims; and □ maintain and promote equality in the workplace.

Some special categories of personal data, such as information about health or medical conditions, is processed to carry out employment law obligations (such as those in relation to employees with disabilities and for health and safety purposes).

Where the organisation processes other special categories of personal data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is done for the purposes of equal opportunities monitoring. Data that the organisation uses for these purposes is anonymised.

Who has access to data?

Your information will be shared internally, including members of the HR and recruitment team (including payroll), your line manager, managers in the business area in which you work and IT staff if access to the data is necessary for performance of their roles.

The organisation shares your data with third parties in order to obtain pre-volunteering references from other employers, obtain employment background checks from third-party providers and obtain necessary criminal records checks from the Disclosure and Barring Service.

The organisation also shares your data with third parties that process data on its behalf, in connection with payroll, the provision of benefits and the provision of occupational health services.

For how long does the organisation keep data?

The organisation will hold your personal data for the duration of your volunteer role. As a minimum, we will hold your data after the end of your volunteer role for the statutory required periods. We may process your data after these statutory periods for statistical reporting purposes.

The lawful reasons by which we process your personal data

We are only allowed to process personal data if our requirements meet specified legal bases as outlined in the GDPR. These are outlined in ***bold italics***.

- On a consideration of a balance of ***“legitimate interest”***, we will use your personal data to allow us to administer your volunteering role. This may include the processing of your health data (a ‘special category of personal data’ as defined under GDPR): your health data may be processed for occupational health reasons for the ***“assessment of the working capacity of the employee”***.
- Under the lawful basis of ***“legitimate interest”***, we may also use your personal data to contact you for specific additional reasons as would be expected within an existing and relevant relationship with this organisation. This would include information regarding activities being carried out by organisation outside of your role e.g. details of promotional or fundraising activity being carried out by the organisation.
- In addition we may collect some ‘special category’ data by ***“consent”***, for example: religion and ethnic origin for equal opportunities monitoring; or trade union membership.
- We may, in certain circumstances, process your personal data in order to protect your ***“vital interests”*** e.g. sharing medical details with the emergency services in the event of a medical emergency.
- Your personal data may be processed under ***“legal obligation”*** e.g. with statutory agencies or under instruction of the courts.
- We may also process your data (including special category data) for ***“statistical purposes”***.

Your rights to your data

The GDPR sets out specific rights that people have to their data.

The information contained in this Privacy Notice is an important part of those rights – describing the personal data that we collect, how it will be used, and on what lawful basis.

The accuracy of your personal information is very important to us. If you find that they are incorrect or need updating, please contact the Human Resources Team on 01865 794749 or email the Human Resources Team HumanResources@helenanddouglas.org.uk. You can also write to us at Helen & Douglas House, 14A Magdalen Road, Oxford, OX4 1RW.

The GDPR also permits you certain other rights:

- to have access to your personal information
- to request that we erase your personal information,
- to request that we restrict processing of your personal information (e.g. while a query is resolved concerning your data), or

- to object to any processing of your personal information
- not to be subject to any individual decision based on solely automated processing (please note Helen & Douglas House does not make any such solely automated decisions about the way we recruit or manage volunteers)

Should you need to do so, you also have the right to lodge a complaint with the supervisory authority for data protection – which in the UK is the Information Commissioner’s Office.