

Privacy Notice for Volunteer Enquiries

Why do you ask for my information?

The information you provide will only be used for the purpose of progressing your application for volunteering and to fulfil our regulatory requirements that ensure patient and public safety.

What will we do with the information about me that I provide to you with?

We will not share any of the information you provide with any third parties for marketing purposes. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We do not collect more information than we need and will not retain any of your information for longer than is necessary. We will use the contact details you provide to us to contact you to progress your application. The information we ask for about you is used to assess your suitability for volunteering role you have applied for. You don't have to provide what we ask for but it might affect your application if you don't.

Application process

We ask you for your personal contact details. We will use this to contact you by email, post or telephone with regard to volunteering. We ask for an emergency contact details so we know who to contact in case you have an emergency while you are volunteering. If your application is successful we will share this information with the department where you volunteer, so that they can contact you directly.

We will also ask you about your previous experience, referees and for answers to questions relevant to the role you have applied for. Our voluntary services team will have access to all of this information.

We may ask you for equal opportunities information. This is not mandatory information – if you don't provide it, it will not affect your application. This information will not be made available to any staff outside of our voluntary services team, in a way which can identify you. Any information you do provide will be used only to produce and monitor equal opportunities statistics.

Progressing your application

You will be invited to interview and if we agree there is a volunteering role for you, we will ask you for information so that we can carry out checks to confirm your suitability for the role.

You will be asked to provide the following information and we will undertake the following checks:

- Proof of your identity – you will be asked to attend our office with original documents.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- If the role requires it, we will provide your email address our data processing organisation who will contact you to complete an application for a criminal record check via the Disclosure and Barring Service, which will verify your declaration of unspent convictions.
- We will contact your referees, using the details you provide in your application to obtain references.
- We will also ask you to complete a questionnaire about your health which may be passed to our Health at Work team.

How long is the information retained for?

If you are successful, the information you provide during the application process will be retained by us as part of your personal file for the duration of your volunteering period plus 7 years following the date you leave. This includes your health clearance, records of any security checks and references.

If we are unable to find a role for you or your application is unsuccessful, we will keep your information for 12 months. This will include information gathered through the assessment process for example interview notes.

Use of data processors

Data processors are third parties who provide elements of our recruitment service for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

Health at Work

Health@Work provides our occupational health service. Before you start your volunteer role, you will be asked to complete a questionnaire which will help to determine if you are fit to undertake the role that you have been offered, or advise us if any adjustments are needed to the work environment or systems for you.

The information you provide will be held by Health@Work who will confirm you are fit for your volunteer role or will specify any recommendations necessary. You are able to request to see the report before it is sent to us. If you decline for us to see it, then this could affect your offer of a volunteer role. If an occupational health assessment is required, this is likely to be carried out by Health@Work.

For further on how your information is used, how we maintain the security of your information, and your rights to access information we hold on you, please contact visit our website: www.enherts-tr.nhs.uk or write to: Information Governance department, East and North Hertfordshire NHS Trust, Lister Hospital, Coreys Mill Lane, Stevenage, Herts SG1 4AB.