



Volunteer Privacy Notice

Who this notice applies to

This privacy notice explains how Victim Support collects, uses, and protects personal data about people who apply to volunteer, are currently volunteering, or have previously volunteered with us. It applies from the point you apply to volunteer and throughout your involvement with Victim Support.

Who we are

Victim Support is the **data controller** for the personal data we process about volunteers, for the purposes of the UK General Data Protection Regulation (UK GDPR).

How we use your personal data

We use your personal data to:

- Manage volunteer recruitment and onboarding
- Support and manage your volunteering role
- Provide training, supervision, and ongoing support
- Meet safeguarding, legal, insurance, and health and safety requirements
- Monitor equality, diversity and inclusion
- Maintain accurate records and improve our services

We may also use anonymised or aggregated data for statistical and reporting purposes.

The types of personal data we process

The personal data we process about you may include:

- Identity and contact details (such as name, address, gender, date of birth, email, phone number)
- Emergency contact details
- Application and recruitment information, including references
- Volunteer records, such as training, supervision, performance, complaints, role allocations, and communications
- Equality monitoring information, where you choose to provide this
- Health information relevant to your volunteering role (with your explicit consent)

- Information relating to criminal record checks (Disclosure and Barring Service (DBS) checks), including the status of the check, reference number, and role eligibility. We do not retain copies of DBS certificates. Some roles may require additional vetting in line with contractual or safeguarding requirements.
- Driving licence and insurance information, where driving forms part of your volunteering role
- Functional assessments to ensure your health and safety
- Records you create or contribute to in the course of volunteering, including case management or service records
- Bank details for the purpose of reimbursing expenses

Some information may come from internal sources, such as line managers, or external sources such as referees.

Legal basis for processing

We process your personal data using the following legal bases:

- Legitimate interests - most volunteer data is processed to manage volunteers effectively and deliver Victim Support's services in a proportionate and reasonable way
- Legal obligations - where processing is necessary to meet safeguarding, health and safety, or other legal requirements. Some volunteering roles require a DBS check for safeguarding purposes. Where this applies, we process personal data that is necessary to carry out the check, assess suitability for the role and meet safeguarding requirements.
- Consent - we rely on your explicit consent to process special category data, such as health, ethnicity or religion

You are not required to provide special category data. If you choose not to, or if you withdraw consent, this will not usually affect your ability to volunteer unless the information is necessary for health, safety, or support reasons.

Who we share your data with

We only share volunteer personal data where necessary and on a lawful basis. This may include:

- Internal staff and managers involved in volunteer coordination and support
- Trusted third-party service providers who process data on our behalf (such as IT systems or training providers), under contractual safeguards
- External organisations where we are legally required to do so, such as regulators or law enforcement

International transfers

We do not routinely transfer volunteer personal data outside the UK. If this changes, appropriate safeguards will be put in place.

How long we keep your data

We retain your personal data for as long as you are a volunteer with Victim Support. When you leave, your records are normally retained for 6 years to meet legal, safeguarding, insurance, and accountability requirements, after which they are securely deleted.

Where a volunteering application is not progressed to a volunteering role, your data will be retained for 6 months.

Information relating to DBS checks is retained only for as long as necessary to meet safeguarding, audit, and accountability requirements. We do not retain DBS certificates, and DBS-related information is handled in line with the DBS Code of Practice.

Your rights

Under UK GDPR you have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Request erasure of your data, in certain circumstances
- Request restriction of processing
- Object to processing based on legitimate interests
- Request data portability, where applicable

Where we rely on your consent, you have the right to withdraw that consent at any time. This will not affect the lawfulness of processing carried out before consent was withdrawn.

You also have the right to make a complaint to the Information Commissioner's Office (ICO) if you believe your data has not been handled properly:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

How to contact us

If you have any questions or concerns about how your personal data is handled, or if you wish to exercise your rights, please contact our Data Protection Officer dpo@victimsupport.org.uk

Further information about how Victim Support processes personal data is available on our website: [Privacy notice - Victim Support](#)