

# Volunteers Privacy Notice

This privacy notice explains what information we collect from you, how we store this, how long we retain it, and with whom and for which legal purpose we may share it

<p><b>Who we are</b></p>	<p>East Suffolk and North Essex NHS Foundation Trust (ESNEFT) serves the geographical area of East Suffolk and North Essex with a population of more than 700,000. We are two acute hospitals (Colchester Hospital and Ipswich Hospital), but we are also responsible for and/or utilise the following community services:</p> <ul style="list-style-type: none"> <li>• Aldeburgh Community Hospital</li> <li>• Felixstowe General Hospital</li> <li>• Bluebird Lodge</li> <li>• Hartismere Place</li> <li>• Foot and Ankle Service</li> <li>• Community Nursing Services (East Suffolk)</li> <li>• Clacton and Harwich Community Hospitals</li> <li>• Halstead Hospital</li> <li>• North East Essex Community Services</li> </ul> <p>Striving for excellence in everything we do is the focus of all our work within the Trust. We are the largest employer in East Anglia, with more than 10,000 whole time equivalent staff. Our new Trust aims to invest in infrastructure, bring down waiting times, recruit more staff and save on running costs. Our Trust is registered with the Information Commissioner’s Office (ICO) to process personal and special categories of information under the General Data Protection Regulation 2016/679 and our registration number is Z6601302.</p>
<p><b>Why we collect personal information about you</b></p>	<p>The staff in voluntary services need to collect and maintain information about you and your volunteering role so that the Trust can record details of your activity, training and rota. This personal information can be held in a variety of formats, including paper records, electronically on computer systems or in audio files.</p>

<p><b>What is our legal basis for processing your personal information?</b></p>	<p>Processing of volunteers personal information is necessary for the purposes of managing workload and administration. Processing of personal information is necessary for the purposes of carrying out the obligations and exercising specific rights of the data controller (the Trust) or the data subject (volunteer). The Trust does not require explicit consent of volunteers to process their personal data if the purpose falls within the legal basis detailed above.</p>
<p><b>What personal information do we need to collect about you and how do we obtain it?</b></p>	<p>We will likely hold the following basic personal information about you: your name, address, telephone numbers, date of birth, emergency contacts etc. We might also hold your email address, occupation, and preferred name or maiden name.</p> <p>In addition to the above, we may hold sensitive personal information about you which could include:</p> <ul style="list-style-type: none"> <li>• Criminal convictions</li> <li>• Disability status</li> </ul> <p>It is important for us to have a complete picture of you as this will assist us make an informed decision to your suitability for a volunteer placement within the Trust.</p>
<p><b>What do we do with your personal information?</b></p>	<p>Your records are used to directly manage your voluntary placement to ensure that:</p> <ul style="list-style-type: none"> <li>• the staff involved in your voluntary placement have accurate and up to date information to assess and advise on the most appropriate placement for you.</li> </ul> <p>Staff have the information they need to be able to assess and improve your voluntary placement. The personal information we collect about you may also be used to:</p> <ul style="list-style-type: none"> <li>• remind you about your placement if it changes and send you relevant correspondence;</li> <li>• review your voluntary placement</li> <li>• report and investigate complaints, claims and untoward incidents;</li> <li>• report events to the appropriate authorities when we are required to do so by law;</li> </ul> <p>Where possible, we will always look to anonymise your personal information so as to protect your confidentiality, unless there is a legal basis that permits us to use it and we will only use or share the minimum information necessary.</p>

<p><b>How we maintain your records</b></p>	<p>Your personal information is held in both paper and electronic form for specified periods of time as set out in the <a href="#">NHS Records Management Code of Practice for Health and Social Care</a>.</p> <p>We have a duty to:</p> <ul style="list-style-type: none"> <li>• keep records about you confidential and secure;</li> <li>• provide information in a format that is accessible to you.</li> </ul>
<p><b>How do we protect your information?</b></p>	<p>All staff employed by East Suffolk and North Essex NHS Foundation Trust are required to undertake mandatory annual training about their role and responsibilities when collecting and handling personal data. We keep your information safe and secure and comply with industry standards such as Cyber Security Essentials and the IG toolkit. We only share your data in a way that identifies you when it's absolutely necessary and will never sell it on to third parties.</p>
<p><b>Is my data being transferred overseas?</b></p>	<p>All East Suffolk and North Essex NHS Foundation Trust services and servers are based in the UK, and do not currently share your information outside of the EU.</p>

<p><b>Who do we share your personal information with and why?</b></p>	<p>We may need to share relevant personal information within ESNEFT. For example, we will also share information with occupational health and those contracted to provide services to the NHS in order to support your voluntary placement.</p> <p>We may need to share information from your volunteer records with other non-NHS organisations such as our volunteer database supplier (Harlequin). However, we will not disclose any personal information to third parties without your explicit consent unless there are circumstances, such as when the health or safety of others is at risk or where current legislation permits or requires it.</p> <p>There are occasions where the Trust is required by law to share information provided to us with other bodies responsible for auditing or administering public funds, in order to prevent and detect fraud.</p> <p>There may also be situations where we are under a duty to share your information, due to a legal requirement. This includes, but is not limited to, disclosure under a court order, sharing with the Care Quality Commission for inspection purposes, the police for the prevention or detection of crime or where there is an overriding public interest to prevent abuse or serious harm to others and other public bodies.</p> <p>For any request to transfer your data internationally outside the UK/EU, we will make sure that an adequate level of protection is satisfied before the transfer.</p> <p>The Trust is required to protect your personal information, inform you of how your personal information will be used, and allow you to decide if and how your personal information can be shared. Personal information you provide to the Trust in confidence will only be used for the purposes explained to you and to which you have consented. Unless, there are exceptional circumstances, such as when the health or safety of others is at risk, where the law requires it or there is an overriding public interest to do so. Where there is cause to do this, the Trust will always do its best to notify you of this sharing.</p>
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<p><b>What are your rights?</b></p>	<p>If we need to use your information for any reasons beyond those stated above, we will discuss this with you and ask for your <u>explicit</u> consent. The Data Protection Act 2018 and GDPR gives you certain rights, including the right to:</p> <ul style="list-style-type: none"> <li>• Request access to the personal data we hold about you, e.g. personnel records.</li> <li>• Request the correction of inaccurate information recorded in our records;</li> <li>• Request that your information be deleted or removed where there is no need for us to continue processing it and where the retention time has passed;</li> <li>• Ask us to restrict the use of your information where appropriate;</li> <li>• To object to how your information is used;</li> <li>• To challenge any decisions made without human intervention (automated decision making)</li> </ul> <p>If you wish to exercise any of the above rights, please contact the Information Governance Department at <a href="mailto:foi@esneft.nhs.uk">foi@esneft.nhs.uk</a></p>
<p><b>How do I log a complaint?</b></p>	<p>You have a number of rights regarding your data under the Data Protection Act 2018 / GDPR:</p> <p><b>The right to request access</b> You have the right to obtain:</p> <ul style="list-style-type: none"> <li>• confirmation that your data is being processed</li> <li>• access to your personal data</li> <li>• other information</li> <li>• evidence that we treat your information within the rules of the law.</li> </ul> <p><b>The right to be informed</b> You have the right to be informed about the collection and use of your personal information. We must provide you with information including: our purposes for processing your personal information, our retention periods for that personal information, and who it will be shared with. We call this 'privacy information'.</p> <p><b>The right to request rectification</b> You have the right to ask that any information you believe is inaccurate be corrected or completed if it is incomplete. Please note that this is not an absolute right and is subject to review by the Data Protection Officer and the Caldicott Guardian.</p>

**The right to request erasure**

You have the right to ask that we delete any information we hold about you. This is also known as the right to be forgotten. Please note that this is not an absolute right and is subject to review by the Data Protection Officer and the Caldicott Guardian.

**The right to the restriction of processing**

This means that you can limit the way we share your information. This is an alternative to requesting the erasure of your information. This means that we can hold your information but we cannot use it or share it with external organisations.

**The right to object to processing**

- to us using your information for reasons other than to provide you with care
- to your information being used for direct marketing (including profiling)
- to your information being used for purposes of scientific or historical research and statistics

**The right to data portability**

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

**Rights related to automated decision making including profiling**

Automated individual decision-making is a decision made by automated means without any human involvement.

The Trust relies on Article 6(1)(e): Public Task should we engage in any automated decision making and/or profiling. This includes using Artificial Intelligence (AI) technology in our healthcare services. Automated decision making will never be used at the Trust for direct marketing. You have the right to object to the Trust using your data for automated decision making purposes.

You are not required to pay any charge for exercising your rights. If you make a request, we have one calendar month to respond to you.

	<p>If you wish to exercise any of the above rights in relation to data we hold about you, please contact:</p> <p><b>Information Governance Team</b> Ipswich Hospital, Heath Road, Ipswich IP4 5PD Email: <a href="mailto:foi@esneft.nhs.uk">foi@esneft.nhs.uk</a></p>
<b>Data Protection Officer</b>	<p>George Chalkias, Director of Governance Information Governance Department Ipswich Hospital Heath Road IP4 5PD <a href="mailto:foi@esneft.nhs.uk">foi@esneft.nhs.uk</a></p>