



**Policy: Compliance**

**Privacy Policy for Volunteers**

**This policy was formally approved by the SLT.**

**On: March 2026**

**Signed:** 

**Position: CEO**

**Review Date: March 2029**

**POLICY DOCUMENT – VERSION CONTROL SHEET**

<b>Title</b>	Privacy Policy for Volunteers
<b>Supersedes</b>	New Policy
<b>Originator</b>	Name of Author: Kay McCullough, Administration and Data Protection Policy
<b>SLT approval</b>	Referred for approval by: Ajun Budda, Director of Corporate Services  Date of referral:
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Evora Hospice Care Privacy Notice for Volunteers

**Registered name:** Southern Area Hospice t/a Evora Hospice Care.

## **Introduction**

Evora Hospice processes personal data about its volunteers. This information is used for volunteering related purposes.

This Privacy Notice has been drawn up in line with the Information Commissioners Office (ICO) Privacy Notices Code of Practice, to assist the Hospices' compliance with data protection principles and legislation.

We are the controller of your personal data. For more information on controllers and their responsibilities please see our guidance on [data protection principles, definitions, and key terms](#). This privacy notice tells you what to expect us to do with your personal information when you volunteer for us.

## **Contact Details**

### **Post**

Evora Hospice Care  
St Johns House  
Courtney Hill  
Newry Co Down  
BT34 2EB

### **Email**

[dpo@evorahospice.org](mailto:dpo@evorahospice.org)

### **Telephone**

028 302 67711

## **What information we collect and use, and why**

### ***Volunteer recruitment, administration and management***

We collect or use the following personal information as part of Volunteer recruitment, administration and management:

- Contact details (e.g., name, address, telephone number and personal email address)
- Date of birth
- Gender
- Copies of passports or another photo ID
- Copies of proof of address documents (e.g., bank statements or bills)
- Next of kin or emergency contact details
- Employment status
- Details of any criminal convictions
- Training history
- CCTV footage

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website.

- **Your right of access** – You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access](#)
- **Your right to rectification** – you have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification](#)
- **Your right to erasure** – you have the right to ask us to delete your personal information. [Read more about the right to erasure](#)
- **Your right to restriction of processing** – you have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing](#)
- **Your right to object to processing** – You have the right to object to the processing of your personal data. [Read more about the right to object to processing](#)
- **Your right to data portability** – you have the right to ask that we transfer the personal information you give us to another organisation, or to you. [Read more about the right to data portability](#)
- **Your right to withdraw consent** – when we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for collection and use of your data

Our lawful bases for collecting or using personal information as part of volunteer recruitment, administration and management are:

- **Legitimate interest** – we process volunteers’ personal data where this is necessary for our legitimate interests in recruiting, managing, and supporting volunteers in order to deliver our charitable healthcare services. This includes contacting individuals who have expressed an interest in volunteering (including in response to advertisements) about current and future volunteering opportunities, matching volunteers to suitable roles based on their skills, experience, and availability, and administering our volunteer programme. We will only use volunteers’ personal data for purposes directly related to volunteering and will not use it for unrelated marketing. You have the right to object at any time to our processing of your personal data where we rely on legitimate interests. You can also ask us to stop contacting you about volunteering opportunities.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

### **Where we get personal information from**

We collect your information from the following places:

- Directly from you
- Referees (external or internal)
- Security clearance providers i.e. for some roles Enhanced Access NI check
- CCTV footage

### **How long we keep information**

In line with Department of Health, Social Services and Public Safety (DHSSPS) Good Management guidance and records retention schedules, volunteer application records are retained for a period of three years following the conclusion of an individual's volunteering.

For more information on how long we store your personal information or the criteria we use to determine this please contact Administration and Data Protection Manager (Kay McCullough).

### **Who we share information with**

We use ClickSend, a third-party communications service provider, to send text messages (SMS) to volunteers for purposes such as sharing information, updates, and volunteering-related communications. In order to do this, we securely share relevant personal data, such as names and mobile phone numbers, with ClickSend. ClickSend processes this information on our behalf and is required to handle all personal data in accordance with applicable data protection legislation and appropriate security standards.

### **How to complain**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioners Office  
14 Cromac Place  
Belfast  
BT7 2JB

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>