

Volunteer Privacy Notice

The English-Speaking Union of the Commonwealth is committed to protecting and respecting your privacy as a valued volunteer, so you have a clear idea as to how we process your data. This policy outlines the basis on which any personal information we collect from you, or that you provide to us, will be used by us.

Your personal information will be used and collected by;

The English-Speaking Union of the Commonwealth, ("ESU"). We are a charity and membership organisation dedicated to helping people realise their potential through giving them the skills and confidence in communication to articulate their ideas and share them with others. We are experts in the provision of oracy skills.

Within the context of this Privacy Policy "Our", "Us" and "We" mean the English-Speaking Union in the Commonwealth, as listed below:

- Registered charity number 273136 in England and Wales
- ESU Trading Limited, a company limited by guarantee No' 01313561. Registered office: Dartmouth House, 37 Charles St, W1J 5ED

This Privacy Policy will inform you as to how we look after the personal data of volunteers and tell you about your privacy rights and how the law protects you.

It is important that you read this Privacy Policy together with any other Privacy Policy or information we may provide on specific occasions when we are collecting or using personal information about you so that you are fully aware of how and why we are using your information. This Privacy Policy is in addition to other notices and Privacy Policies and is not intended to override them.

We may also update our Privacy Policies from time to time and will provide you with a new Privacy Policy when we make any specific changes.

Your personal data is any data that identifies you, or which can be identified as relating to you personally and we refer to it as "personal information" in this Privacy Policy.

According to data protection law, ESU is the 'Data Controller' and as such we are responsible for deciding how we hold and use personal information about you, otherwise known as 'processing' personal information.

If you have any questions about this privacy policy or our privacy practices, please contact our information team by emailing jane.easton@esu.org or writing to Dartmouth House, 37 Charles Street, London W1J 5ED or calling 020 7529 1550. You have the right to make a complaint at any

time to the Information Commissioner's Office (ICO) (www.ico.org.uk) We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us first.

1. Your duty to inform us of changes to your personal information

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

2. Data Protection principles

We comply with data protection law which dictates that the personal information we hold about you must be:

- Used lawfully, in a fair and transparent way.
- Collected, stored or used only when we have a clear and specific purpose for doing so. We will not store your data if there is no longer a purpose for doing so.
- Accurate and kept up to date
- Kept securely

3. The Personal Information we collect about you

We may collect, use, store and transfer different kinds of personal information about you which we have grouped together as follows:

- **Identity Information** includes your first name, last name, username, password or similar identifier, title, date of birth and gender.
- **Contact Information** includes your address, email address and telephone numbers
- **Volunteer Information** includes your volunteer application form, volunteer role and volunteer agreement and details about your schedule (days of volunteering and hours) and attendance
- **Personal Information includes** your emergency contact details, your personal circumstances, information about your entitlement to volunteer in the UK, DBS and criminal checks information, information about your driving licence, car insurance and car details.
- **Training Information** includes details about professional training or induction you have received from ESU, from other bodies and your professional membership
- **Technical Information** includes internet protocol (IP) address, your login information, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Communications Information** includes your preferences in receiving communications from us and your communication preferences.

We also collect, use and share statistical or demographic information for any purpose. This information could be derived from your personal information but is not considered personal information in law as this information will not directly or indirectly reveal your identity.

4. How do we collect your information?

The organisation collects this information in a variety of ways. For example, data is collected through application forms and CVs; obtained from your passport or other identity documents; from forms completed by you at the start of your relationship with ESU; from correspondence with you; or through interviews, meetings or other assessments.

We may sometimes collect additional information from third parties, including former employers in the form of a reference, or when we need to carry out a Disclosure and Barring Service (DBS) check if your role is a regulated activity i.e. working in one of our services with young people.

We have a range of volunteering roles and some roles require more personal information to be processed than others. We have set out in the table below, the ways we collect and use your personal information for certain purposes and how it might sometimes be shared with others.

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

Volunteer role	Information Collected	Purpose for collection	Shared with third parties?
All	Personal contact details, including name, address, telephone, email	To contact volunteers about their application and re their volunteering role if successful	
All	Emergency contact details	To be used in emergencies	
All	Communication preferences and marketing opt-ins	To verify how you would prefer us to contact you and for what purpose	
All	Date of Birth	To check all volunteers are	



		over the age of 18	
All	Information about any criminal convictions	To assess suitability for volunteering role and association with ESU	
All	2 References	To be contacted to confirm identify and suitability for the volunteer role	
All	Job history summary	To undertake and assess suitability	
All	Enhanced DBS check	To undertake and assess the risk around any previous criminal history	DBS service provider (Capita)
All	Information about support needs or any reasonable adjustments necessary and if necessary an individual risk assessment	To understand what extra provisions the volunteer may need to undertake the role successfully	
All	Information about support needs or reasonable adjustments necessary and if necessary an individual risk assessment	To meet needs of volunteer/health and safety legislation	
All	Answers to interview questions and mark sheets	To assess suitability for the volunteer role	
All	Application /sign up forms	To assess suitability for the volunteer role	



All	Volunteer support notes	To review volunteer experience, safeguarding, learning needs	
All	Self assessment forms	To review training needs	
All	Volunteer agreements	To review agreements and level of expectation with volunteers	

5. Sensitive personal Information

This is known as ‘special category’ personal information that we may collect from you:

- Information regarding race, ethnicity, religious beliefs, and sexual orientation will be used anonymously for equal opportunity monitoring
- Information about your support needs and health, including any relevant medical conditions or disability, so we can allow for any reasonable adjustments to be made
- Information about criminal convictions and offences as part of the volunteer recruitment process, where required.

6. If you don't provide information

Certain information, such as contact details, have to be provided to enable ESU to engage you as a volunteer. If you do not provide other information, this will impede ESU's ability to administer the volunteer relationship and may mean that you are unable to volunteer for ESU. In addition, we may not be able to comply with our legal obligations (such as to ensure the health and safety of our volunteers, workers or beneficiaries).

7. Legal basis for using your personal information

ESU relies on the following legal basis to process personal information of volunteers:

- 1) Legitimate interest: We have a legitimate interest in being able to use and process personal information for our internal administration, and when it is necessary to protect our IT network, data security and ourselves (and our beneficiaries and supporters) from risks such as fraud, criminal conduct or reputational damage. When processing your personal information based on a legitimate interest, we will make sure that this is applied fairly and is always balanced against your individual privacy rights and other legal rights.

- 2) Consent: We will obtain your consent to process any special category information (Sensitive personal information) you provide us as listed above. This consent will be obtained on your Volunteer Application Form.

We may use special category personal information about you without your consent only in such instances where:

1. We need to protect your vital interests (or those of someone else) in an emergency
2. We have a need to use such information in connection with a legal claim
3. You have already made such information public, such as religious or philosophical beliefs or political opinions.

8. How we will communicate with you?

We will communicate with you as required to process your volunteer application and then, if you are successful, as an active volunteer, to provide you with the support and information you need in your volunteer role. We will do this as we have a legitimate interest in supporting your volunteering role.

You will also receive administrative communications from our Education Network team that are related to your volunteering .

On your volunteer application form we have given you the opportunity to “opt in” and consent to receive wider communications from us about our work, the difference our work makes and how you can get more involved. If you have opted in you will receive additional email communications from us including our regular volunteering newsletter, and inspiring stories about young people whose lives we have changed. You will also receive information about how you can further support our work through raising awareness, campaigning or financial support.

We aim to provide you with choices about how you would like to hear from us; particularly around marketing and advertising. You can update your marketing preferences to change what information you receive from us at any time. You can opt-in to start to receive wider communications about our work or opt-out if you no longer want to receive this information. Just contact to discuss your information preferences. You will be able to unsubscribe at any time.

9. Information we share with third parties

We will share your personal information with third parties where required by law, where it is necessary to administer the volunteering relationship with you; where we have another legitimate interest in doing so; or you have specifically agreed that we may share your personal

information with them. The following volunteer-related activities are carried out for us by third-parties:

- Your referees provide a reference for your volunteering with us.
- If a change happens to our business, then the new owners may use your personal information in the same way as set out in this privacy policy.
- We require all third parties to respect the security of your personal information and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

10. How do we store your data?

We store your information on secure servers. We may also store information in paper files in access restricted storage. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected personal information breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

11. Storage

ESU is based in the UK and wherever possible we store our information about volunteers in the UK or within the European Union (EU).

We will only use and store personal information for as long as is necessary and for the purposes it was collected for. We have also implemented a data retention policy (which we can make available on request) that sets for how long we retain personal information in accordance with our duties under applicable data protection law and various statutory requirements.

Some personal information may be retained by us in archives for historical research purposes, although we will do this in a manner that complies with applicable data protection law. We continually review what personal information and records we hold, and delete what is no longer required.

12. Your Legal Rights

Under certain circumstances, you have rights under information protection laws in relation to your personal information:

Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected

Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it.

Object to processing of your personal information. You also have the right to object where we are processing your personal information for direct marketing purposes.

Request restriction of processing of your personal information. This enables you to ask us to suspend the processing of your personal information in the following scenarios: •

13. Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

14. Changes to the Privacy Policy

We keep our privacy policy under regular review. This version was last updated in February 2019