



# Canal & River Trust

Making life better by water

## Privacy Schedule for Volunteers

This schedule sets out the details of our processing of personal information of our volunteers.

It is important that you read this section of our privacy schedule together with the main section of our [privacy policy](#). This is so that you are fully aware of how your information is used and your individual rights.

### What Information We Collect About You

- Your name
- Your contact details (address and/or email address)
- Your date of birth (if you give these details)
- Your emergency contact details
- How you wish to hear from us (for example via email, post etc)
- What you wish to hear from us about
- Bank Account details
- Details of your volunteering preferences and interactions with the Trust
- Records of your volunteering activities with the Trust
- Some information relating to health conditions where this is relevant to the volunteer work you have expressed an interest in (e.g., heavy physical activity)
- Details of any unspent convictions you have at the date you express an interest in volunteering with the Trust
- Your photograph during volunteering activity with the Trust (whether individually or in a group)
- Information relating to any health and safety reports, including incidents and investigations, that you have reported or been involved with including medical or health conditions resulting from the incident

### How We Use Your Information

We collect and use information from you when you request volunteering information from us, or when you express an interest in becoming or sign up to be a volunteer with the Trust, whether face to face, at an event, online (including via social media), by postal form or over the telephone.

We may get information from your MyTrust online account on our website.

We use your information to inform you (via your preferred method of contact) about induction and training and about how and when volunteering activity is happening (including information about volunteering rotas) and to keep records of your volunteer activities with the Trust.

We also use your information to invite you to give feedback (individually or through surveys) on your volunteering with the Trust, to understand how we may improve your experience and to provide you with information on celebrating events and information you need to help you promote the Trust as part of your volunteering role.

We may ask to take and publish photographs of you during your volunteering experience with the Trust.

Photographs, film, written story/audio of volunteers can be used externally, for example, on social media, a presentation or on the website. Social media platforms include but are not limited to LinkedIn and YouTube.

If you are involved in a near miss or a health and safety incident on Trust property or whilst at work, we will collect data relating to you and the incident in order to investigate and improve our working practices and the areas we have open or accessible to the public, staff, or volunteers within the Trust.

We may combine volunteer email addresses into mailing lists to enable volunteers to coordinate volunteering activity with each other.

## **Legal Basis of Processing Your Personal Data**

This personal information is essential for us to ensure the safest and best volunteering experience, matching volunteers to the right opportunities and communicating to them important and useful information to enable them to be as effective in their roles as possible.

We collect and use it in order to identify and communicate with our volunteers in an effective and efficient manner and we see this processing as within our legitimate interest. We need bank account details to reimburse expenses. Having details of unspent convictions is necessary for safeguarding purposes, to ensure that our volunteers and other stakeholders are not put at risk, and we see this processing as within our legitimate interest.

When the Trust gathers information relating to health and safety near misses or incidents, we are relying on legal obligation for the collection of this data and the processing of it to investigate and improve our estates.

We require health information on the basis that it is necessary to assess volunteer's ability to assist in the working environment and we do not wish to risk accident or injury arising out of a known health condition. We also need to use your data in this way either to meet our legal obligations under the Health and Safety at Work Act 1974 or for reasons of legitimate interest in organising our volunteering activities in an effective and efficient way. If you withdraw consent for us to use your data in this way you would not be able to volunteer with us.

The Trust has a legal obligation to respond to Data Subject Access Requests under the UK GDPR and DPA 2018. To comply with these requests, the Trust must exhaust all information held, including that contained in volunteer's emails, OneDrive, Teams and SharePoint to ensure that a complete response of all of their personal information is provided. In order for the Trust to provide this information, we may use a Microsoft tool to interrogate our systems for these documents and correspondence, rather than relying on individuals to provide the information by manually searching their records themselves.

The Trust has a legitimate interest to process volunteer's personal data as a photograph, film, written story/audio.

If you do not wish to be captured in these activities, you have the right to opt-out.

We may also process imagery via recorded meetings where we have a legitimate interest to do so. If a virtual meeting is being recorded, you will be informed of steps you can take to ensure you are not captured in the recording e.g., by turning your camera off and adding questions to the comment box.

## **How We Share This Data**

We may allow our staff, other volunteers, consultants and/or external suppliers or organisations acting on our behalf to access and use your information for the purposes for which you have provided it to us (for example to process payments and organise your volunteering activity). We ensure they only have access to data necessary for them to perform the service we have asked them to do.

Where you are involved in volunteering in projects with partner charities, societies, or organisations then your information may be shared with them. We ensure that they only have access to data necessary for the project and that they process your data only in accordance with your data protection rights.

For certain roles (e.g., helmsmen) we may share your information with our occupational health assessor in order for them to carry out an assessment of your capability to perform these roles and we may be required to share it with oversight bodies (e.g. Marine Coastguard Agency).

We may share your information with our external research agencies so that they can contact you for the purposes of getting a better understanding of your volunteering experience with the Trust.

We work with external partners to communicate and promote our activities and celebrate your volunteer. Therefore, your personal data such as photograph, film, written story/audio may be shared with partner agencies involved in the promotion of Trust.

**Last edited: December 2021**

