



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.

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.

We also collect information through our health and safety accident and incident process. We may combine volunteer email addresses into mailing lists in order 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 collect and use 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 your bank account details to reimburse your 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.

We require this health information on the basis that it is necessary to assess volunteers' 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.

We will always ask for your consent before taking and publishing any photograph of you (where you can be personally identified) in any form.

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.

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.