

1. Introduction

NOAH is a charity that helps people experiencing homelessness, extreme poverty, and other disadvantages to make positive changes in their lives. We do this by providing care and advice services, training and wellbeing workshops, and opportunities for employment. We are truly driven by our values of Care, Compassion, and Commitment, which have their roots in the teachings of Saint Vincent de Paul, whose life was the inspiration behind the founding of NOAH.

We are committed to safeguarding the privacy of our volunteers; this policy sets out what data we will collect and how we will treat your personal information in each of those cases. We will also describe your rights as regards this information.

NOAH Enterprise has prepared this policy to comply with General Data Protection Regulation [GDPR]. Organisations have a duty of care towards their volunteers, and an obligation to protect them under section 3 of the Health and Safety at Work etc Act 1974. Should you have any questions or concerns after reading this statement please contact us at volunteers@noahenterprise.org

2. Why do we collect your data?

NOAH uses your data for administrative purposes, and to support and manage your volunteering role. These purposes may include, but are not limited to:

- records maintenance
- health and safety obligations
- identifying volunteering and training opportunities
- reregistration
- communication about your volunteering role
- to keep you and others safe while volunteering
- in risk assessments, and to put in place countermeasures for identified risks

3. What information do we collect?

The information held about you may include:

- Your name and contact details
- Emergency contact details
- Records relating to your volunteer role, such as training and meeting notes
- Records of your volunteering hours

- Information needed for equal opportunities monitoring
- Employment history and / or qualifications
- Your volunteer agreement
- References
- Details of your bank account for payment of expenses
- Correspondence
- DBS details and ID details where required for DBS checks
- Visa details confirming your eligibility to volunteer
- Where appropriate, records of complaints procedures

4. What do we do with your data and who has access to it?

As NOAH Enterprise is committed to continual improvement our data files may be audited by internal and external auditors. NOAH Enterprise will anonymise personal files prior to audit. All internal auditors will be ISO9001 trained and all external auditors will need to read and agree NOAH Enterprise's confidentiality policy before access to any file.

NOAH Enterprise routinely produces reports and evidence to statutory agencies, fundraising bodies and media organisations. In every case data will be anonymised and under no circumstances will any data sent to a third party be traceable back to an individual.

If NOAH Enterprise wishes to use your case study for publicity or fundraising purposes it will only do so with your express written consent. NOAH Enterprise will not share or sell your personal data to any third-party organisation unless we are required to do so by law.

5. How do we ensure your personal data is secure?

Within NOAH Enterprise, we make every effort to protect your personal data and to maintain the integrity of your personal data. NOAH Enterprise confirms that:

- all electronic devices that contain personal data are password-protected
- firewalls are set up
- anti-virus software is installed
- business premises are secure
- paper records are kept in securely locked storage

6. How long will we store your data for?

We will store your data for up to seven years after your last interaction with us, unless legislative requirements dictate that we must store your data for a

different period. If you request that we delete your personal data under the right to be 'forgotten', we will do so unless we have to keep certain data for legal compliance and reporting.

7. What are your rights with regard to your personal data?

Under data protection law, you have rights including:

- right of access - you have the right to ask us for copies of your personal information
- right to rectification - you have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete
- right to erasure - you have the right to ask us to erase your personal information in certain circumstances
- right to restriction of processing - you have the right to ask us to restrict the processing of your personal information in certain circumstances
- right to object to processing - you have the right to object to the processing of your personal information in certain circumstances
- 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

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. You should make your request via volunteers@noahenterprise.org or 01582 728416. This does not apply to communications that we are legally bound to send you.

8. How do you complain about NOAH Enterprise's handling of your data?

If you have any concerns about our use of your personal information, you can make a complaint to us at volunteers@noahenterprise.org

In the unlikely event that you remain unsatisfied you may contact the Information Commissioner's Office:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>