

**General Data Protection Regulations (GDPR) Covering Confidentiality and Privacy for Volunteers and Service Users**

**How we use information about you and protect your privacy:**

**GDPR sets out 7 key principles:**

* Lawfulness, fairness and transparency
* Purpose limitation
* Data minimisation
* Accuracy
* Storage limitation
* Integrity and security
* Accountability

This is a legal framework which sets out guidelines for the collection and processing of personal information for individuals.

**What is Reach Across?**

Our charity works closely with people: some are volunteers, some use our services and some attend 1:1 sessions or group work.

Volunteers and friends of Reach Across play a vital role in the work and the supporting of adults affected by suicide or who have mental health issues. Reach Across is responsible for the training and care of volunteers who are highly valued within the charity.

**Why do we collect personal data about you as a volunteer?**

We want to support you in your volunteering role to ensure your safety and those you will engage with. We also need to collate data for the purposes of securing your PVG. We only require data according to the needs of the charity, such as your name, address and contact number. We need to do this because we need to ensure:

* You are able and fit to work with vulnerable adults
* We can pay agreed expenses
* We are able to contact you to provide support, supervision and training
* We can gather statistics to enable us to improve our support and services

**Who do we share information with?**

In some cases, if the manager feels you are at risk to yourself or others it is crucial we are able to contact you or your nominated contact person.

Information is confidential to protect you and the people we support. We may have to share information with emergency services for example, if crime, fraud or inappropriate behaviour is suspected.

**How do we collect personal information about you?**

This is collated primarily when you register or show an interest to volunteer with Reach Across. We will ask for feedback from the people whom you engage with as part of your volunteering role to enable us to review your development as a volunteer.

**How do we protect your personal information?**

Initially this will be by paper and then transferred onto our computer. Most paperwork will then be shredded. Our computer is secure and passwords are used for access. Any collated paperwork will be stored in a locked filing cabinet within a locked office. We do not transfer any data to other charities etc. No one else will have access to your personal data unless it is deemed necessary to enable us to carry out duties towards you and the people you engage with. Those who do have access to your personal information are bound by their duty of confidentiality and the values we uphold at Reach Across. We aim to uphold a “clear desk” policy.

**How long do we keep your personal information?**

We do not keep information any longer than is necessary and for no more than three years after you cease volunteering.

**What rights do you have over the information we hold?**

**The data we hold is yours.**

* You have the right to be informed about what we hold and how we process it.
* You have the right to access all the information we have on record.
* You have the right to rectify any errors if they occur.
* You can make a request to restrict information being processed under specific circumstances.
* You have the right to object to us collecting information.
* This could hinder your application to volunteer with us.

If you have any queries please contact the Reach Across Manager.

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