

Privacy statement relating to: young volunteers (aged 12-25) claiming Saltire Award certificates through their school/college/University or Volunteer Involving Organisation (VIO).

Volunteer Glasgow is a registered charity (SC005462) and a company limited by guarantee (166042). In collecting data from you

What personal data do we collect?

When requesting Saltire Awards data, your school/college/University or VIO passes us the following data;

- Your full name
- Your date of birth
- Details of your volunteering

Why do we collect this information?

We will use your information to recognise you for the volunteering you do by issuing personalised Saltire Award certificates to you. To do this we need to know:

- Your name to personalise your certificate
- Your date of birth so we know that you are within the right age range for Saltire Awards
- Information on your volunteering, to personalise your certificate

What do we do with your information?

Once supplied, your personal data is securely stored electronically. Your data is included in anonymous statistical analysis about Saltire Awards, eg which schools have most or least young people doing Saltire Awards. Doing this can help us to plan how we can better promote and deliver the Saltire Awards to other young people in your area.

We will never share your information with a third party unless you directly request us to.

Who has access to your information?

Only staff and volunteers responsible for administering Saltire Awards have access to your information.

How long do we keep your information?

We will keep your information for as long as you are an active Saltire Awards participant. Because Saltire Awards is for young people between the ages of 12 and 25 this might mean we keep your data for up to 16 years – from age 12 until you are 28.

We might keep your data up until you are 28 because:

- You can claim Saltire Awards for volunteering you do between the ages of 12 to 25, at any time you want to – so we need to keep your details to keep a running total of the hours you achieve.

- You can ‘back-date’ your Saltire Awards for up to 2 years. Eg Someone who has not claimed Saltire Awards for volunteering they did when they were 24 might want to go back and claim this 2 years later – so we need to be able to allow this to happen and to keep their details for an extra 2 years after they reach the age of 25.

However if we do not hear from you, or receive further requests in your name, for a period of **3 years**, your information will be deleted from our system.

What rights do you have with regard to your information?

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate.

You can also ask us to give you a copy of the information and to stop using your information for a period of time if you believe we are not doing so lawfully.

To submit a request by email, post or telephone, please use the contact information provided above.

Should I wish to, how do I complain about Volunteer Glasgow’s use of my information?

If you have a complaint about our use of your information, you can

- Contact Volunteer Glasgow and make a complaint under our Complaints Procedure
- Contact the Information Commissioner’s Office via their website at www.ico.org.uk/concerns