

Volunteer Glasgow's Training Privacy Notice

This privacy notice tells you about the information we collect from you when you participate in Volunteer Glasgow's training programmes. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Volunteer Glasgow.

You can contact us:

info@volunteerglasgow.org, 10 Bothwell Street Glasgow, G2 6LU. Tel: 0141 226 3431

Any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you join Volunteering Works or other Volunteer Glasgow training provision, we will ask you to complete a personal details form, we ask you for your name, address, telephone number, email address, date of birth and Scottish candidate number(if applicable). We will also ask for equalities information, known as the protected characteristics, such as Ethnicity, Employment status, religion, sex, sexual orientation, gender reassignment, marriage or civil partnership, disability and pregnancy. Equalities information is submitted on an anonymous form and is kept separately from your personal details form.

Why do we collect this information?

We will use your information to provide monitoring data for our funders including Glasgow City Council, Clyde College and the Scottish Government. Your details will also be passed to the Scottish Qualifications Authority (SQA) for registration and certification purposes.

We also require the Equalities information for Equalities monitoring, to ensure that our services are open and accessible to all sections of our society. This is in accordance with Article 9(2)(J) of the General Data Protection Regulations (GDPR).

What do we do with your information?

Your information is stored in its paper format in a locked filing cabinet, accessible to only staff within the Learning and Employability Team. Your information will also be stored in our client records database, which again is only accessible by staff in the Learning and Employability Team.

Details shared with funders for monitoring purposes includes name, post code, gender, age, ethnicity and disability. This enables us to answer funder's questions on our outcomes for the previous year, how many people we have worked with and have met their targets in compliance with the terms of our grant.

Details shared with SQA include Name, Address, Postcode, Date of Birth, Gender and Scottish Candidate Number. This information is needed to register you for any qualification awarded by SQA, confirm if you have passed assessments and to enable them to process certificates.

Apart from the organisations above, we will never share your information with a third party unless you directly request us to.

How long do we keep your information for?

We will keep your information for 1 year, as this is a requirement of SQA, for anyone undertaking their qualifications. The same amount of time is required for us to be able to comply with our funder's annual monitoring requirements. Your personal information will then be deleted from our database and any paper copies shredded.

Your rights over 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.

Your right to complain

- Contact Volunteer Glasgow and make a complaint under our Complaints Procedure
- If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns