

ROYAL VOLUNTARY SERVICE

PRIVACY INFORMATION FOR INDIVIDUALS SUPPORTED UNDER THE NHS VOLUNTEER RESPONDER SCHEME

WHAT IS THE PURPOSE OF THIS DOCUMENT?

Royal Voluntary Service is a registered charity (registered number 1015988), whose registered office is at Beck Court, Cardiff Gate Business Park, Cardiff CF23 8R.

Royal Voluntary Service has been appointed by NHS England to run the NHS Volunteer Responder Scheme. The main objective of the NHS Volunteer Responder Scheme is to ensure that, during the coronavirus crisis, individuals living in England who have been identified as vulnerable, are able to obtain certain types of support from a network of volunteers overseen by Royal Voluntary Service.

The purpose of this document is to provide important information to individuals who are supported under the Scheme about the use of their personal data by Royal Voluntary Service. Royal Voluntary Service needs to provide this information to such individuals because it is categorised as a controller of their personal data under data protection law.

DEFINITIONS

In this document, for convenience we use a number of defined terms. In this section, we explain what those terms mean:

'GoodSAM' and 'GoodSAM Responder App'	see the definitions set out in the section 'Who will we share your personal data with?'
'NHSE'	NHS England
'personal data'	any information about an identified or identifiable person
'Scheme'	the NHS Volunteer Responder Scheme, which Royal Voluntary Service has been appointed to run on behalf of NHSE
Third Party Referrer	see the definition set out in the section 'How will we obtain your personal data?'
'Us', 'We' or 'Our'	alternative terms we use to refer to Royal Voluntary Service
'You' or 'Your'	an individual who has been referred into or who self refers into the Scheme

HOW WILL WE OBTAIN YOUR PERSONAL DATA?

If you self-refer into the Scheme (whether by telephone or using the online form on our website), you will be asked to provide certain personal data to us (see **'What personal**

data will we use?’ below). The same applies if you ask a friend or family member to refer you into the Scheme on your behalf.

Alternatively, you may be referred into the Scheme by a health professional, local authority care provider, charitable organisation or other similar body (a **‘Third Party Referrer’**) on the basis that you are someone who is likely to benefit from the Scheme. This will involve the Third Party Referrer either filling out an online form on our website, making a telephone referral or sharing your details with us in another way. In each case, the Third Party Referrer will be required to provide us with certain personal data about you (again, see **‘What personal data will we use?’** below).

WHAT PERSONAL DATA WILL WE USE?

Whether you self-refer into the Scheme or are referred into the Scheme by a Third Party Referrer, we will limit the personal data we ask for to:

- Your full name
- Your address
- Your email address
- Your telephone number
- Details of the category of support you require
- Details of how urgently and how frequently you require support
- The name, contact details and email address of your GP
- Confirmation whether you have a cognitive impairment or other significant vulnerability we need to be aware of (this is to ensure that any volunteer we assign to you has the required level of DBS check).

In addition:

- If you self-refer into the Scheme by telephone or a Third Party Referrer makes a telephone referral relating to you, it is possible that, during the course of the conversation with our call handler, additional personal data may be provided to us (for example, information about your health). As we record calls for training and monitoring purposes, this will mean that we may hold and store other personal data about you;
- If a family member or friend telephones us on your behalf, we will ask them for their full name, telephone number and relationship to you; and
- If a Third Party Referrer requests the provision to you of support with transport, they will be asked to confirm whether you currently have a diagnosis of or are suspected as having Covid-19.

Also, we will keep a record of the type and frequency of the support provided to you.

HOW WILL WE USE YOUR PERSONAL DATA?

Royal Voluntary Service will only use your personal data for the following reasons:

- To make initial contact with you by letter to provide you with information about the Scheme (including information to ensure your safety and details about the categories of support available to you);
- To provide you with the volunteer support you require from time to time. Further details about what this will involve can be found in the section '**Who will we share your personal data with?**' below;
- If you or a Third Party Referrer confirms that you have a cognitive impairment or other significant vulnerability, to ensure that the volunteer assigned to you has the required level of DBS clearance;
- If a Third Party Referrer confirms that you currently have a diagnosis of or are suspected as having Covid-19, so that we can deal with the referral appropriately (in particular, before providing support with your transport needs, we will need to put suitable arrangements in place with NHSE to ensure the safety of our volunteers); and
- To keep a record of the support provided to you for our internal administrative and management purposes.

In addition, in relation to recordings we make of our telephone conversations with you or Third Party Referrers, we will only use such recordings for training and monitoring purposes.

WHO WILL WE SHARE YOUR PERSONAL DATA WITH?

So that we can provide you with the volunteer support you require, we will need to input your personal data into a software platform made available to us by an organisation known as GoodSAM Limited ('**GoodSAM**'). That platform will interface with an App also run by GoodSAM (known as the '**GoodSAM Responder App**'). We will notify our network of volunteers of requests for volunteer support via the GoodSAM Responder App. In turn, our network of volunteers will be able to access and accept requests for support via the GoodSAM Responder App.

This means that we will need to share the personal data we obtain about you with both GoodSAM and our network of volunteers. However, we have put the following measures in place to ensure the safety and security of your personal data:

- We have a contract with GoodSAM which requires GoodSAM to ensure the security of your personal data and only to use it in accordance with our instructions;
- We identity check our volunteers and some of our volunteers are also required to provide copies of clear DBS checks;
- We require our volunteers to act in accordance with strict guidelines we provide to them and to keep your personal data confidential;
- Notifications relating to the Scheme are only accessible on the GoodSAM App by our network of approved volunteers;
- We limit the information we make available to our volunteers via the GoodSAM App. If you request our 'check in and chat' service, the volunteer who contacts you will only receive your full name and telephone number. If you request any

other category of support, the volunteer will receive your name, address, telephone number and details of the category of support required. In both cases, those details will only be made available to a volunteer once they have accepted a request for support via the GoodSAM App.

We will also need to share your personal data with certain other trusted organisations who are providing essential services to us in relation to the Scheme. This includes Ventrica Limited (the organisation which operates our NHS Volunteer Responder call centre) and The Woods Group Limited (the organisation which handles mailing on our behalf). We have agreements with these organisations to ensure that your personal data will be safe and only used in accordance with our instructions.

HOW LONG WILL WE KEEP YOUR PERSONAL DATA?

Royal Voluntary Service will keep your personal data for as long as we continue to support you. Once the Scheme comes to an end, we will make sure your personal data is securely removed from our records.

The above is subject to the following exceptions:

- In some circumstances, we may need to hold on to your personal data for a longer period for legal reasons (for example, if you make a complaint about a volunteer or the support you have received). In this situation, we will retain your personal data until it is no longer required for those legal reasons;
- In relation to any recordings of telephone conversations which are made by us, we will retain those recordings for a period of 6 months; and
- In some circumstances, we may retain your personal data for archiving purposes in the public interest and/or historical research purposes. Where we are permitted to retain personal data for such purposes, we may be able to use the relevant information indefinitely without further notice to you.

In addition, please note that we may be unable to match your request for support with a suitable volunteer straightaway. This is particularly likely to happen if:

- We receive confirmation that you have a cognitive impairment or other significant vulnerability, because we will need to match you with a volunteer in your area who has the necessary level of DBS clearance; or
- We receive confirmation from a Third Party Referrer that you currently have a diagnosis of or are suspected of having Covid-19, because we will first need to ensure that our volunteers can be suitably protected.

If we are unable to match your request for support with a suitable volunteer straightaway, we will hold your personal data within our system until a suitable volunteer becomes available, unless you contact us to inform us that you no longer require support. If it becomes apparent that we are going to be unable to provide you with the support you require, we will notify you or the relevant Third Party Referrer that this is the case, following which your personal data will be removed from our records.

If at any time you decide that you no longer wish to be supported under the Scheme, please let us know. Subject to the exceptions listed above, we will then securely remove your personal data from our records.

HOW IS OUR USE OF YOUR PERSONAL DATA LAWFUL?

Under data protection law, an organisation must only use your personal data if it has a lawful reason for doing so. In relation to the Scheme, the lawful reason we will be relying upon is that use of your personal data is necessary for the purposes of both your and our legitimate interests (since you have a legitimate interest in receiving the support you need and we have a legitimate interest in providing that support). This will be our lawful reason for using your personal data both where you are referred into the Scheme by a Third Party Referrer or if you self-refer.

Also, where you are referred into the Scheme by a Third Party Referrer who is a health professional, your personal data will be shared with us by NHSE under the 'Patient Pathway'. This permits NHSE to share your personal data with organisations involved in providing you with the care and support you need.

In addition, an organisation can only use certain categories of personal data (known as '**special category personal data**') if it can satisfy one or more conditions under data protection law. Special category personal data includes information relating to a person's health.

We may be processing your special category personal data when providing you with support under the Scheme since:

- You/Third Party Referrers will be asked to confirm whether you have a cognitive impairment or other significant vulnerability;
- Third Party Referrers requesting the provision to you of support with transport will be asked to confirm if you currently have a diagnosis of or are suspected of having Covid-19; and
- It is possible that the recording of telephone conversations for training and monitoring purposes, will result in the processing by us of additional information about your health.

This means that we also need to satisfy one or more conditions for using your personal data.

In relation to any special category personal data which you provide to us, the condition we will be relying upon is your explicit consent. If you are referred into the Scheme by a Third Party Referrer, the condition we will be relying upon is that the processing of your personal data is necessary for reasons of substantial public interest. In particular, we will be basing our use of your personal data on a specific condition set out in the Data Protection Act 2018 which permits us to process special category personal data if it is necessary to do so to protect the physical, mental or emotional wellbeing of an individual who requires care and support.

WHERE DO WE STORE YOUR PERSONAL DATA?

Your information will be securely stored within the UK on the GoodSAM software platform.

WHAT DATA PROTECTION RIGHTS DO YOU HAVE?

Under data protection law, you have a number of different rights including:

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

You can find more information about all of the rights you have under data protection law on the Information Commissioner's website (see <https://ico.org.uk/>).

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.

If you wish to exercise any of your rights, please contact us at dataprotection@royalvoluntaryservice.org.uk, telephone 07436 534747 or write to our Data Protection Officer at Beck Court, Cardiff Gate Business Park, Cardiff, CF23 8RP.

WHO SHOULD YOU CONTACT IF YOU HAVE ANY QUERIES?

If you have any queries about our use of your personal data, please contact our Data Protection Officer at dataprotection@royalvoluntaryservice.org.uk, telephone 07436 534747 or write to our Data Protection Officer at Beck Court, Cardiff Gate Business Park, Cardiff, CF23 8RP.

WHAT IF YOU HAVE A COMPLAINT?

If you have any concerns about our use of your personal data, you can make a complaint to us by emailing dataprotection@royalvoluntaryservice.org.uk, telephoning 07436 534747 or writing to our Data Protection Officer at Beck Court, Cardiff Gate Business Park, Cardiff, CF23 8RP.

You can also complain directly to the Information Commissioner's Office ('ICO') if you are unhappy with how we have used your personal data.

The ICO's address is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Alternatively, you can telephone the ICO's helpline number (0303 123 1113) or make a complaint via the ICO website (<https://www.ico.org.uk>).