

Voluntary Action Coventry Terms and Conditions for volunteers

Privacy information

When you request information from Voluntary Action Coventry (VAC), sign up to any of our services or buy things from us, VAC obtains information about you. This statement explains how we look after that information and what we do with it.

We have a legal duty under the Data Protection Act to prevent your information falling into the wrong hands. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive.

Normally the only information we hold comes directly from you. Whenever we collect information from you, we will make it clear which information is required in order to provide you with the information, service or goods you need. You do not have to provide us with any additional information unless you choose to. We store your information securely on our computer system, we restrict access to those who have a need to know, and we train our staff in handling the information securely.

We may wish to contact you in future to tell you about other services we provide, to keep you informed of what we are doing and ways in which you might like to support VAC. You have the right to ask us not to contact you in this way. We will always aim to provide a clear method for you to opt out. You can also contact us directly at any time to tell us not to send you any future marketing material.

You have the right to a copy of all the information we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). To obtain a copy, either ask for an application form to be sent to you, or write to the Data Protection Officer at VAC. There is a charge of £10 for a copy of your data (as permitted by law). We aim to reply as promptly as we can and, in any case, within the legal maximum of 40 days.

We offer user registration to make it as easy as possible for you to apply online for volunteering opportunities. This information is held securely on our database system and allows for you to apply for another opportunity without having to complete a new form. You can choose to be searchable in our volunteer bank or you can choose to opt out of this and only be seen by organisations when you have registered an interest in their opportunity.

Why we ask for personal information e.g. gender, ethnicity, disability

We ask for information about disability and ethnicity to help us with equal opportunities monitoring. This is important data for us to collect, so we can demonstrate we are reaching all sectors of the community and demonstrate our commitment to equal opportunities. When we compile this data, it is done anonymously, by choosing to submit this information you consent to the processing of this information by us and the volunteering opportunity provider.

If you decide you want to disable your account, you must inform VAC who will put the process in place. If we are unable to contact you or you do not confirm your email address we reserve the right to disable your account.

Why we ask for your date of birth

We ask for your date of birth for a number of reasons, which help us and our partner organisations that provide volunteering opportunities.

It helps us monitor who is using VAC's Volunteer Connect database, using your name and D.O.B ensures that you retain a unique record and do not get confused with another person with the same name.

Also not all volunteering opportunities are open to all age groups (e.g. some are specifically for young people or older people and many organisations cannot involve volunteers under the age of 16).

What happens when you register

When you 'Register your interest' in an opportunity, we will forward your details to the opportunity provider. We will supply you with contact details for the organisation that your application is sent to. The information you provide will not be passed on to a third party without your permission unless we are legally obliged to do so. We are not responsible for the privacy policies and practices of other organisations you deal with or sites that you visit.

Organisations that register with VAC have to agree to the Terms and Conditions to advertise volunteering vacancies and they do this by making the following commitment:

1. Volunteering is open to everyone

Volunteers from all backgrounds are welcomed.

2. Out of pocket expenses are paid

3. Recruitment of volunteers is fair and prompt

Volunteers are contacted promptly and requirements are appropriate for each role. Responsibility for recruiting and selecting volunteers remains with your organisation, not with VAC.

4. Induction and training.

Training needs for each role are identified and volunteers receive the necessary induction and training to do their role.

5. Support and supervision

A named person ensures ongoing support appropriate to the role.

6. Insurance, health and safety, safeguarding and other legal requirements are met

The physical and emotional risks of volunteering are identified, minimised and covered by Health and Safety checks, risk assessments and adequate insurance. This includes as a minimum:

- Public liability insurance
- Employers liability insurance
- Safeguarding policy (if working with children or vulnerable adults)
- DBS checks (if required) are completed in line with current guidelines

Organisations indicate if policies and insurance cover are in place. VAC does not ask to see copies of these documents; however these will be available for you to view when you attend an interview or start volunteering.