



Being a Volunteer

What do I need to know about Data Protection & GDPR?

What are the General Data Protection Regulations (GDPR)?

These are a set of new regulations introduced by the European Union on 25th May 2018. These regulations are very similar to the old regulations but have been strengthened and broadened to give individuals more say in how their own information is collected, stored and used by organisations in a variety of formats. Organisations are held more accountable for following the wishes of the individuals whose information they use in their day-to-day operations.

What are the principles we all have to abide by?

There are six principles that everyone has to abide by:

1. To be **lawful, fair and transparent** when collecting, storing and processing people's information
2. Information is collected only for a **specific purpose**, with consent from the person
3. To **minimise** the information collected from an individual
4. To ensure this information is **accurate and complete** and kept up-to-date
5. To **limit the time information is kept for**
6. To maintain the **integrity and confidentiality** of any information so only those people who needs to see it, can do so.

What does this mean for you as a volunteer?

Data Protection and the GDPR is a legal requirement but also helps us to be mindful of people's wishes and conscientious when handling and storing their information.

The consequences of not protecting information can be serious, particularly the impact on those you are supporting. All information should be handled carefully, but the regulations clearly define two types:

- Personal Data, including name, mobile phone and contact details
- Special Category Data including health and social care information

By using the data someone can be identified either directly or indirectly through combining the data. You can find a full list of data types at the end of this document.

What steps can I take to protect personal information?

As an Independent Age Volunteer, you are likely to come into contact with 'personal' and in some cases, 'special category' data, about volunteers, older people, employees and people supporting Independent Age. This data could be in an email, letter, as part of a phone call, or a face-to-face conversation with your Independent Age contact.



Independent Age

These are the reasons why, when volunteering for Independent Age, you agree to,

- be vigilant about information belonging to another person(s)
- if you have to store data on your volunteering, please keep this to a minimum. In your home, keep this information in a lockable drawer or cabinet
- not taking out any information from your home, unless it is necessary for your volunteering. If you have to, use something to lock it in and secure, for example in the boot of the car, and take it quickly back to your lockable drawer or cabinet
- anonymise the notes you take, and destroy them when they are not needed anymore
- when doing assessment visits, please follow the specific guidelines in your training. Destroy all paper notes once you have safely transferred them to an electronic system
- not store or copy information on to another medium, like a computer or a USB stick
- not discussing personal or sensitive information with professionals, family or friends and ensuring any conversations about the person you support are not overheard
- be mindful when in open/ public spaces of others who may overhear sensitive conversations
- store contact details of the person you support on your phone in a way that the minimum amount of detail is stored e.g. initials and just the first line of the address only. Your phone should also be locked with a secure code
- when delivering training or giving presentations on our behalf, please use only our materials and don't edit them
- If you have access to Independent Age IT systems you should complete GDPR training
- not disclose any confidential information about Independent Age
- And finally, once you stop your volunteering with an older person, safely destroy any information you have.

Any concerns about the older person should only be shared with your Independent Age contact, except in some exceptions, for example when responding to a medical emergency or a situation where the person you support is at immediate risk of harm.

Safety Online

- Please do not email personal details to any other person or organisation, except where approved by your Independent Age contact
- If you need to send personal or sensitive information to an Independent Age staff member, please phone or email first to agree the preferred method
- If you have access to Independent Age IT systems you should store all information relating to your volunteering on the system only and abide by our GDPR Policy
- When using social media, do not post anything about other volunteers, staff members, older people or anything that could cause reputational damage to Independent Age.
- Never take or publish photographs of people without their written consent. If you have their consent, please send the form back to us so we can record it.



What is a 'data breach', and what do I do if one happens?

A data breach is a security incident, by accident or on purpose, in which personal or other confidential information data is copied, transmitted, viewed, stolen or used by an individual unauthorized to do so.

Data means information in any format, e.g., papers, records, phone conversations, emails, faxes etc. If you witness, are told of, or accidentally disclose any information to others who should not be privy to the information, immediately report this to your Independent Age contact and the Information Governance Team on dp@independentage.org.

Please note: If you are unsure that a breach has taken place, err on the side of caution and report the incident anyway.

When your volunteering comes to an end

Please make sure you safely dispose of any information relating to those you have supported during your time with Independent Age by:

- Delete any electronic data you have, from your working folders, but also from the electronic recycle bin
- Using a cross-cut shredder to shred all the paperwork you have
- For small amount of information, you can post it back to us using the Royal Mail Signed for First Class service and we will reimburse your costs
- If you have a lot of information you need to destroy, please contact us on 020 7605 4255 and we will arrange with you to have this collected and/or destroyed

Please confirm by email the information you have destroyed for our records.

What you should do next

As well as complying with the guidelines above, we ask you to please sign the "My duty as an Independent Age Volunteer" in the next page to confirm you have read and agreed to follow these good practice guidelines and return to us.

Appendix: Definitions.

Personal Data this includes identifiers such as:

- name,
- an identification number, such as National Insurance or passport number,
- location data, such as home address or mobile phone GPS data,
- an online identifier, such as an IP or email address.

By using the data someone can be identified either directly or indirectly or through combining data



Special Category Data is more sensitive, needing more protection. It relates to:

- genetic data of an individual,
- biometric data such as facial images and fingerprints,
- data about health status, sex life or sexual orientation
- racial or ethnic origin,
- political opinions,
- religious or philosophical beliefs,
- trade union membership.

After reading the above guidance, please sign this agreement:

My Duty as an Independent Age volunteer

All volunteers may be in contact and overhear confidential information relating to other volunteers, employees, older people, and people supporting Independent Age. This personal information needs to be handled following the General Data Protection Regulation (GDPR), and the UK’s Data Protection Act 2018.

When volunteering for Independent Age, you agree:

- To follow Independent Age’s Data Protection and Data Privacy Guidelines as set out here for volunteers
- To treat all information about employees, older people, volunteers and people supporting Independent Age as confidential.

I understand that non-compliance with these guidelines, any breach of confidentiality, or unauthorised disclosure of information, may result in my volunteering with Independent Age being brought to a close. I understand that this agreement lasts for your lifetime.			
Signed:		Postcode:	
Name: (in capital letters)		Date:	

Please send this back to us on Freepost FREEPOST RTKB- ZSHK- UGJJ, Volunteering team, Independent Age, 18 Avonmore Road, London, W14 8RR or a scan/ photo to volunteering@independentage.org



Our mission: To ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

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