

Your Personal Information

To volunteer for Independent Age, we need to keep some personal details about you on our database(s). This is the information you have given us in your application form and some other information we may collect during your volunteering with us.

Why we need that information?

During your volunteering, we collect information such as your name, address, email address, telephone number, date of birth and bank details (for reimbursement of expenses). We need to keep records so that we can administer and manage your volunteering role efficiently, as well as meet our legal obligations. Some sensitive data (known as Special Category data) needs to be kept to manage your volunteering (e.g. for disability adjustments).

Some Special Category data is not retained once the purpose for its collection has been served, such as a Disclosure and Barring Service (DBS) certificate, where applicable. Equalities monitoring information such as, ethnicity, gender, and whether you have a disability, will be kept safely and in compliance with the Equality Act 2010, the Data Protection Act 2018, UK GDPR and Independent Age's data governance policies. This information helps us to monitor diversity, and assess how successful we are in making our volunteer opportunities accessible to as many people as possible.

Who can see my information?

Your personal information, including Special Category data, is only available to a limited number of Independent Age employees with a need to access the information, or to others authorised by you and/ or by us to receive the information in connection with your volunteering role, and to those to whom we are legally obliged to disclose it.

If we need to share your data for other reasons, we will explain why we need to do this, so you can agree or not. You can change your mind at any time about this.

Where is my information stored?

Your data is stored securely on our systems, and the systems of third parties whom we have a working relationship with. These may be platforms we use for communications and surveys, such as Mailchimp, Eventbrite and SurveyMonkey. We are confident those third parties have robust systems in place to protect your information. We will never sell, communicate or divulge your information to any third-party mailing lists.

What happens to my data when my volunteering ends?

Independent Age will keep your data safe and secure until we no longer need to know what volunteering you did with us. This is usually six years. We will only ever keep information as long as necessary and in line with our legal obligations.

Can I see my data?

You can have a copy of the data Independent Age holds about you. You can email or write to the Information Governance Team to ask for your record. They will usually send you a copy within a month.

Who can I contact if I have any questions?

The full policy is on our [website](#). You can also contact the Information Governance Team at dp@independentage.org or the Volunteering Team at volunteering@independentage.org.

Independent Age is the Data Controller for your personal information, registered at 18 Avonmore Road, London, W14 8RR.