



**Pre and post natal depression
support services**

**Please contact:
0121 301 5990**
to arrange Help and Support

Volunteers Privacy Notice

Your Data Protection Rights

It's important that you feel completely comfortable and confident that your personal information is in safe hands. Acacia takes protecting your privacy extremely seriously and takes all reasonable steps to ensure your information is secure. We will process the personal information you provide for our legitimate charitable interests in volunteer recruitment, management and retention, and to enhance the experience of our volunteers. This includes contacting you about relevant volunteering opportunities, news and events.

We will never contact you for marketing purposes without your specific consent.

In brief

We respect your personal data and store it securely.

We will never sell your personal data.

We will remove your data if you ask us to.

We may send you content we think is relevant or interesting to you but you can unsubscribe or change your contact preferences at anytime.

We may use your data to contact you about information you request or to allow you to access our services.

What information we collect

We may collect a variety of personally identifiable or sensitive information from you for various reasons. For example, we may collect:

Any personal details you may choose to give us, such as your name, age, or address. We save this so we can keep in touch with you.

Your education and employment background, in order to process your application if you have applied to volunteer with Acacia.

Any equal opportunity data, or physical or mental health information that you may give us when you apply to volunteer with Acacia. This is so we can fully and fairly administer your application.

Personal data about you from third parties, such as references supplied and information from criminal records (DBS) checks permitted by law. The organisation seeks information from third parties with your consent only.

Why we collect information

Processing volunteer applications. Your personal and sensitive information allows us to communicate with you and assess your suitability for the role.

To enable us to support you and manage the service effectively eg. by matching your locality, abilities and preferences to the best role and location for volunteering with Acacia.

To contact you to discuss volunteering opportunities or to keep you updated on our services or activities and events. Continuously improving. We value any feedback, including complaints, you may have. In order to increase the impact we make and improve the service we provide to you and others, we need to communicate with you and collect personal information.

Fundraising – please note that we will never contact you regarding fundraising without your specific consent.

Where we collect information from

We collect information through our volunteer registration process, either directly from you or the references you will be asked to provide. We collect additional information from the DBS check.

We may collect additional personal information from you in the course of volunteering activities throughout the period of your volunteering for us.

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How long we keep your information for?

We keep personal information for different lengths of time dependent on the purpose. For example, we would like to keep volunteer information beyond the length of a placement so we can keep in touch about our work and continue our relationship together. You will be given the opportunity to opt in or opt out of this.

We want to ensure that the personal information we collect from you is used to appropriately support our work together and consider any future dealings that you would like to have with us. For example, many people ask to receive references for their volunteer work. In these cases it is important we have the correct personal information on file. You can contact us at any time to ask us to remove or amend your personal information.

We will retain your personal information for a maximum of 2 years unless you ask us to keep it for longer or request it's deletion.

Who do we share your personal information with?

If you apply to volunteer or work for Acacia, we will use your personal information to run a police check using the DBS service with your consent.

In rare instances we may also need to disclose your details if required to by the police, regulatory bodies or legal advisers.

We will never sell your personal details to third parties. Whenever we share or transfer your personal information, we comply with the standards set by the GDPR and this privacy statement at a minimum.

How is your information is secured?

The security of your information is of utmost importance to us. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. We seek to use reasonable measures to protect your information as required by the law, in line with industry standards and in accordance with the policies ACACIA has set. Sensitive data is held under strict security conditions.

As a small organisation, we use a cloud-based version of Microsoft Office 365. As a result, our data is stored in the Microsoft Cloud which is based in the EU. In the unlikely event that we transfer your personal information to countries that are outside of the European Union we would ensure that the transfer is carried out in a compliant manner and appropriate safeguards are in place.

A hard copy of your volunteer file is also kept. This is stored securely in a locked cabinet at our head office. Access to these files are limited.

If you have any reason to believe that any personal information we hold is no longer secure, please contact us immediately.

Your Rights

Data protection laws provide you with a number of rights under the data protection laws, namely:

- To access your data (by way of a subject access request);
- To have your data rectified if it is inaccurate or incomplete;
- In certain circumstances, to have your data deleted or removed;
- In certain circumstances, to restrict the processing of your data;
- A right of data portability;
- To object to direct marketing;
- Not to be subject to automated decision making (including profiling), where it produces a legal effect or a similarly significant effect on you;
- To claim compensation.
- To withdraw your consent to our processing of your information at any time.

You can ask for further information about our use of your personal information or complain about its use, by contacting our Rob Ewers, Data Protection Manager, 5a Coleshill Street, Sutton Coldfield, or by email at rob@acacia.org.uk.

If you have any concerns, or are not satisfied with our handling of any request by you in relation to your rights, you also have the right to make a complaint to the Information Commissioner's Office. Their address is: First Contact Team, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

What if you do not provide personal data?

Certain information, such as contact details, health information and references have to be provided to enable the Acacia to be able to carry out its legitimate interests regarding volunteer recruitment, support and management. If you choose not to provide that information, this will hinder the organisation's ability to safely recruit and support you as an individual, and protect the needs of Acacia and its clients. Therefore, we would not be able to offer you any voluntary work.