

# Privacy Notice: Covid-19 Response – Volunteer Hub service users

Calderdale Council of Town Hall, Crossley Street, Halifax, HX1 1UJ is registered with the information Commissioners Office (ICO) under the provisions of the Data Protection Act 2018. The Council takes its responsibilities under the Act very seriously.

## What personal information is being processed?

The information provided by you is collected for the purposes of establishing whether you need assistance and if so processing your request for assistance with the Council in order to successfully coordinate the volunteering effort by matching you to people offering help and prioritising it's services. We will also use your information for analysis to assist us to improve the services we offer and to help us to plan our response to any future emergencies.

The following information has been collected directly from you or has been passed to us by a family member/friend on your behalf, by social services or by the NHS:

- Your name, address, date of birth, telephone number and email address
- Details of persons living in the same household
- Any relevant health issues
- What type of assistance you need
- Any existing support received
- Details of who has referred you to the Hub
- Emergency contact details if applicable.

## Legal basis for processing your personal data

The processing of your personal information and the conditions for the processing of special categories of personal data e.g. information concerning your health, are necessary as follows:

- Article 6(1)(d) and 9(2)(c) – in order to protect the vital interests of the data subject or another natural person.
- Article 6(1)(e) – for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- Article 9(2)(i) – for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health.
- Schedule 1, Part 1(3) – is necessary for reasons of public interest in the area of public health, and is carried out by or under the responsibility of a health professional, or by another person who in the circumstances owes a duty of confidentiality under an enactment or rule of law, e.g. Governmental guidance published by Public Health England

## Sharing your personal data

Your information will be shared with volunteers and partner organisations of the Volunteer Hub in order to arrange volunteer action where necessary. We will not normally share your information with anyone other than those organisations without your consent. However, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. In this current pandemic we may share your information with other public authorities, emergency services, and other stakeholders as necessary and where it is proportionate to do so.

If we already hold information regarding vulnerability as defined in the guidance from the Government and Public Health England, we may share this for emergency planning purposes or to protect your vital interests by sharing with services both inside and outside the Council.

## **How long we keep your personal data**

If we contact you to ask if you require assistance and you inform us that you do not, your personal information will be kept for 12 months from the date of your advice. If you do receive any assistance from our volunteer hub, your personal information will be kept for a maximum of 6 years or until such time as the data is reviewed by us or removed at your request.

## **Your rights**

If you wish to withdraw your request for assistance you can do this at any time by sending an email to [socialcarecovid@calderdale.gov.uk](mailto:socialcarecovid@calderdale.gov.uk) or by contacting your volunteer coordinator hub or your nominated point of contact.

You have the right to request to see what information is held about you, to have inaccurate information corrected, to restrict processing and to have information removed from our system unless we are required by law or a statutory purpose to keep it. You can exercise these rights by contacting: [socialcarecovid@calderdale.gov.uk](mailto:socialcarecovid@calderdale.gov.uk)

You have the right to complain to the Data Protection Officer if you feel that your data has not been handled in accordance with the law. The Council's Data Protection Officer is Tracie Robinson who can be contacted at [information\\_management@calderdale.gov.uk](mailto:information_management@calderdale.gov.uk)

You also have the right to lodge a complaint with the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk)