

LionHeart Privacy Notice for Volunteers including Trustees

The data controller processing your personal data is LionHeart. We are registered as a data controller with the Information Commissioner's Office (our notification number is Z6406612) and we are committed to ensuring that the personal data we process is handled in accordance with data protection legislation (the General Data Protection Regulation and UK Data Protection Act 2018).

Our CEO is the Data Protection Lead, and can be contacted via ceo@lionheart.org.uk.

What information we hold and use in relation to you?

LionHeart holds and processes personal data about current and former LionHeart volunteers, including ambassadors and Trustees. We only collect the data we need and keep that data up to date. The specific data that we collect, will be proportionate and dependent on which role you hold.

The personal data that we hold about you consists of:

- **Personal information** – your name, data of birth, gender, nationality, national insurance number, copies of documentation proving your right to stand as a trustee such as your passport or visa, identifiers issued by public bodies (e.g. NI Number) and your home and work (employer) contact details.
- **Information about your role as a volunteer** – any committees you are a member of, any officer roles you hold, information about your tenure as a volunteer including start date (and end date) of volunteering, your signed volunteer agreement, your duties, any necessary declarations (including conflict of interest) and details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals if LionHeart is affected by these.
- **Information relating to your performance in your role** - assessments of your performance, including review notes, performance reviews, training you have participated in, details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence
- **Education and work history** - details of your qualifications, skills, experience and employment history and references received.
- **Emergency contact**– we will ask you to provide details of an emergency contact that we can contact should it ever be necessary. Before providing these details, please inform that person that you will be providing their details to LionHeart.

LionHeart may process some information about you that is classed as 'special category' data, and which receives additional protections.

We may collect the following special category data:

- Details of periods of leave taken by you relating to sickness absence, family leave, etc.
- Health or disability information about you
- Information about your religion or beliefs
- Information about your ethnic origin
- Your sexual orientation
- Gender identification

- Trade union affiliations, where applicable

For certain roles, other special category data may be processed, such as information about past criminal convictions, working with children or vulnerable adults, and your fitness to practise in certain regulated professions.

How do we collect this information from you?

We receive a lot of this data from you when you:

- Submit an application for a volunteer role at the LionHeart
- Complete your volunteer information and declaration forms
- Supply your passport or other identity documents at the start of your tenure as trustee, at other times when necessary during your time volunteering with us, or when we ask you to confirm your identity
- Supply emergency contact details

At times we may receive personal data from third parties e.g. references. We receive this information from the following third parties:

- Organisations or individuals which you may have named as a referee
- Disclosure and Barring Service

Why do we collect this information from you?

We take our obligations around the handling of data very seriously, and it is therefore important for you to know the various lawful bases that we rely on for the processing of your personal data.

We process your personal data for these purposes when we:

- Provide you with a volunteer agreement, induction and training
- Administer your record on our database
- Register you with the Charity Commission and Companies House (trustees only)
- Enable you to log on to the LionHeart trustee online portal (trustees only)
- Meet our obligations for ensuring your health, safety and security whilst volunteering with us.

LionHeart processes your data in our legitimate interest.

This is an assessment made by weighing our requirement against the impact of the processing on you. Our legitimate interests will never override your right to privacy and the freedoms that require the protection of your personal data. If you would like to see a copy of our legitimate interest assessment, please ask us.

We process your data in our legitimate interest when we:

- Produce statistics for internal monitoring of equality and diversity.
- Enable effective communications with you regarding information you need to know for security or operations.
- Keep a record of your volunteering activities and for analysis, insurance and reporting purposes

Some special category data is processed to carry out our obligations and exercise specific rights in relation to your engagement, under the condition of explicit consent.

We process information about ethnic origin, sexual orientation, religion or belief or trade union membership, offences and alleged offences, criminal offences, gender identification, health information to carry out our employment obligations when we:

- make reasonable adjustments for volunteers who have a disability
- to ensure the role is within your physical capabilities.
- To ensure that you have no conflicts of interest in carrying out your role.

What do we do with your information?

Your information will be accessible internally to members of the LionHeart team if it is necessary for the performance of their roles

We combine the data you provide us with other data generated during your employment in order to maintain a summary record of your volunteering time with us.

How long do we keep your information?

If you are a trustee your name will be on any permanent records of board or other meetings you have attended in your role as a trustee. If you are in an ambassadorial role as a volunteer your story may be included in any online or printed case stories or blogs, with your consent, which you can withdraw at any time by contacting us.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal or reporting requirements. We are legally required to keep some data indefinitely, where there is not a legal obligation, all other data we hold about you will be permanently destroyed.

Who do we share your information with?

Your information will be accessible internally to members of the LionHeart team if it is necessary for the performance of their roles

We also share your personal data, where required, with the following external third parties:

- The Disclosure and Barring Service (DBS) where we need to make a criminal records check for certain roles
- On occasion and where necessary, the police and other law enforcement agencies.
- On occasion and where necessary, appointed external auditors
- We provide the Charity Commission and Companies House with basic contact details of our Trustees.

We will provide references about you to external enquirers or organisations where you have requested or indicated that we should do so.

How do we protect your data?

We take the security of your data seriously. LionHeart has cybersecurity processes and guidelines in place which specify the correct way to handle IT in order to protect data against the consequences of breaches of confidentiality, failures of integrity and interruption of availability.

We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the performance of their duties.

Where we engage third parties to process personal data on our behalf, they do so on the basis of written instructions contained within a contract, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

What rights do you have in the way that we protect your data?

As a data subject, you have a number of rights. You can:

- Ask us to confirm that your personal data is being processed and to access (i.e. have a copy) of that data as well as to be provided with supplemental information about the processing (by making a subject access request)
- Require us to change incorrect or incomplete data
- Require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- Object to the processing of your data where we rely on our legitimate interests as the legal ground for processing
- Receive from us the personal data we hold about you which you have provided to us in a reasonable format specified by you, including for the purpose of you transmitting that data to another data controller
- Ask us to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override LionHeart's legitimate grounds for processing data
- Withdraw your consent for us to process your data where we do so with your consent

Not all of these rights apply in all circumstances.

If you would like to exercise any of these rights or make a subject access request, please contact LionHeart's Data Protection Lead, the CEO, by email ceo@lionheart.org.uk; by phone on 0121 2895410 or by writing to: LionHeart, Somerset House, 37 Temple Street, Birmingham, B2 5DP.

If you continue to have concerns about the use of your personal data, the Information Commissioner's Office is an independent body set up to uphold information rights in the UK.

They can be contacted through their website: www.ico.org.uk, or their helpline on 0303 123 1113, or in writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire

Policy updated April 2026; reviewed annually.