

PRIVACY NOTICE AND CONSENT

To enable us to take you on as a Volunteer, The Association of Jewish Refugees (AJR) must obtain certain information from you called 'personal data'. This is information from which you can be identified as a person. Before we can obtain and use that personal data we must make you aware of the following information.

WHO IS THE DATA CONTROLLER?

Once you provide your personal data to us that means that we are the 'data controller' because we then decide what is to be done with it.

HOW WILL MY PERSONAL DATA BE PROTECTED?

AJR has a duty to protect your personal data which we take very seriously. We will store your personal data on an electronic database and, where necessary, in paper files. The data you have provided to AJR is stored within our Volunteer Management System (Volunteero). The electronic database is only accessible by AJR staff. Where we hold your data in paper files we keep these on the premises in locked cupboards and access is only given to relevant staff members.

HOW WILL YOU USE MY PERSONAL DATA?

We will use your personal data to contact you regarding your volunteering and to keep abreast of all relevant matters concerning the assistance we are providing to our clients. If you do not consent to our using your personal data, we will be unable to take you on as a volunteer.

WHAT WILL YOU NOT DO WITH MY PERSONAL DATA?

We are not permitted to use your personal data for any purpose which does not fit in with the reason why we obtained it in the first place. For example, we will never disclose it to anyone for sales or marketing purposes.

HOW LONG WILL YOU RETAIN MY PERSONAL DATA?

We will continue to retain your personal data whilst you are volunteering. If your volunteering comes to an end we will destroy your personal data unless there are special concerns arising from your volunteering, in which case we may keep it for a longer period for legal reasons.

WHAT ARE MY RIGHTS?

You have various rights concerning your personal data such as the right to access to it, the right to withdraw your consent to its use, the right to object to its use and the right to request its erasure. If

you wish to exercise any of these rights or to find out more information, please contact us using the following details:

Address: Winston House, 2 Dollis Park, Finchley, London N3 1HF

Telephone: 020 8385 3070 Email: enquiries@ajr.org.uk

Guidelines on How to Look After Personal and Sensitive Data from a Volunteers Perspective

What is personal data?

Personal data is any information from which a client or someone else such as the client's next of kin can be identified. For the purposes of AJR's volunteers this will mean basic contact details about a client such as their name, address and telephone number. It might also include information about that person's age or health or any comments about the person made by someone else such as a summary of their case history by a member of the AJR Volunteer team.

What is sensitive personal data?

Sensitive personal data is personal data which, as well as identifying the client, contains certain sensitive information about that person. As AJR volunteers the sensitive information you are likely to encounter might include information about the client's health, religion and ethnicity.

Why is it necessary to protect personal data?

It is important to make sure that personal data, especially sensitive personal data, is not disclosed to anyone who is not authorised to receive it. If that happens there is a risk that the person concerned by the data will suffer some harm. Equally importantly, AJR needs to be able to generate and maintain trust amongst its clients and members. This trust is based on a perception that AJR takes appropriate steps to protect its clients and members' personal data. If that personal data were to be disclosed to someone not authorised to receive it this would undermine that trust and make it harder for AJR to fulfil its objectives.

What must I do as a volunteer to protect personal data?

There are three simple steps you can take as a volunteer to protect personal data concerning AJR's clients.

Step number one: recognise when you are dealing with personal data and sensitive personal data.

Step number two: be careful about disclosing that data.

The general rule is that you must not disclose personal data or sensitive personal data to anyone. AJR recognises however that there might be situations where you need to consider disclosing it,

for example in an emergency. If you think you might have to do so, you should contact AJR to see whether this is permitted. If it is a genuine emergency and you cannot reach AJR, for example because you are on a visit outside AJR's hours of business, then you should only disclose the data when you consider that it is absolutely necessary and only to a person who needs it and you should inform your AJR supervisor as soon as possible.

Step number three: take appropriate measures to keep that data secure. From the moment when you are provided with the client or next of kin's contact details or a case history in a written form you are processing personal data. The same applies in circumstances where you were given that information over the telephone and have subsequently made a written note of it. You need to be very careful about how you deal with that data.

Remember: Protect your electronic device with a password. Whenever you are about to send an email containing personal data concerning an AJR client double check the address to make sure it is going to the correct recipient. (One of the commonest errors leading to data protection breaches is sending emails to the wrong recipient.)

Make sure your device is protected by effective anti-virus and anti-malware software and that this is kept up-to-date. Make sure your electronic device is kept up-to-date with the latest updates, especially security updates.

Avoid using a shared email address

When sending an email do not add any personal information in the original text. Put the text into an attachment and send using 7-zip. 7-zip can be downloaded for free at 7-zip.org

Avoid opening any suspicious emails.

Don't take documents containing personal data concerning AJR clients out with you when you don't need them.

Keep documents containing personal data about AJR clients securely locked away when not being used.

Try to keep documents containing personal data concerning AJR clients out of sight of others when reading them.

Take sensible steps to protect yourself from theft such as not leaving your electronic device unattended or on display and by remaining wary of people approaching you when you are using it in public. Try to avoid using unsecured Wi-Fi hotspots.

What if there is a breach?

When the rules concerning the protection of personal data are broken this is called a 'data protection breach'. This is a very serious situation which, apart from placing the client at risk of harm, exposes the AJR to the risk of an investigation by the Information Commissioner's Office and a potentially heavy fine. Thankfully, if you have taken the steps described above then the risk

that there will be a breach will be much reduced and, hopefully, it will never happen. If it does happen though, you absolutely must report it to AJR immediately. Please contact Karen Markham who is the AJR Data Privacy Officer. You must report it to AJR even if you merely suspect that there might have been a breach.

Destruction of data

There are two simple rules concerning the destruction of personal data. Firstly, you should never retain personal data for longer than is necessary and, secondly, you should make sure that personal data which is no longer needed is securely destroyed. This means that when you have stopped visiting an AJR client you should destroy any data you have concerning that client. Where you have kept the data electronically you should delete it. Where you have kept the data in paper form you should shred it or, if you simply have the client's name and contact details in your diary, strike the information through with an indelible marker so that it cannot be read.

AJR Volunteers Agreement

I agree to assist in a voluntary capacity with The Association of Jewish Refugees (the AJR). I understand that this commitment does not constitute a contract of employment.

I have read the role description. I understand the role I am required to undertake and I am happy to do so.

I confirm that I have read the AJR Volunteer Policy and that I agree to the terms and conditions stated there.

I recognise that during my work as a volunteer for the AJR, I may learn information about individuals and organisations which is of a confidential nature. I will not disclose any such information to anyone outside the AJR without specific permission of the person and/or organisation, and direct consultation with the Head of Volunteer Services.

I understand that the AJR has to abide by current legislation on Health and Safety and Equal Opportunities and I will comply with these and other policies adopted by the AJR.

I understand that the AJR will provide all necessary training and support and reimburse any expenses I incur as a volunteer. I also understand that the AJR will provide appropriate insurance protection.

I understand that I am free to discontinue my voluntary work with the AJR and, should this be the case, I will endeavour to give as much notice as possible.