

Volunteering Privacy Policy

Purpose

This privacy notice explains how High Life Highland collects, uses, stores and protects your personal information in relation to volunteer engagement activities.

Who We Are

High Life Highland works with volunteers to support the delivery of services.

Data Controller: The Highland Council

High Life Highland delivers services on behalf of The Highland Council and processes personal information under its instructions where applicable.

What Information We Collect

We may collect:

- Name
- Address
- Telephone number
- Email address
- Emergency contact details
- Volunteer application information
- References
- Training records
- PVG scheme membership information (required for all volunteers over 16 years of age)

We will only collect information that is necessary for the purpose outlined above.

Special Category Data

In limited circumstances we may process information relating to:

- Safeguarding requirements
- Health information where relevant to volunteering activities

Where this applies, we will process this information in accordance with UK GDPR and applicable legislation.

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Why We Use Your Information

We use your personal information to:

- Process volunteer applications
- Conduct recruitment and suitability assessments
- Manage volunteer deployment
- Arrange safeguarding checks
- Communicate with volunteers
- Provide support and training
- Manage volunteer records
- Contact volunteers in emergencies

Lawful Basis for Processing

Public Task (Article 6(1)(e) UK GDPR)

We process personal information for the performance of a task carried out in the public interest.

Additional Conditions for Special Category Data

Where PVG information is processed:

Safeguarding of Children and Individuals at Risk

Processing is necessary for safeguarding purposes and is carried out in accordance with Schedule 1, Part 2, Paragraph 18 of the Data Protection Act 2018.

If You Do Not Provide Information

If you choose not to provide the information requested, we may be unable to:

- Process your volunteer application
- Complete safeguarding checks
- Allow participation in volunteering activities
- Provide appropriate support and supervision

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Who We Share Information With

We may share information with:

- Disclosure Scotland for PVG checks
- High Life Highland staff involved in volunteer management
- Highland Council staff where necessary
- Approved third-party processors where applicable

Information will only be shared where there is a lawful basis to do so.

For details of our data processors, please visit: [Data processors | High Life Highland](#)

International Transfers

Your information is normally processed within the United Kingdom.

Where information is transferred outside the UK, appropriate safeguards will be in place to protect your personal information.

How Long We Keep Information

Your information will be retained in accordance with High Life Highland's Retention Schedule.

Retention Period: End of volunteering involvement plus one year.

Once the retention period has expired, your information will be securely deleted or anonymised.

Automated Decision Making and Profiling

Your personal information is not subject to automated decision-making or profiling.

Your Rights

Under UK GDPR, you have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request erasure of your information in certain circumstances
- Restrict processing in certain circumstances
- Object to processing in certain circumstances
- Request data portability where applicable
- Withdraw consent at any time where consent is the lawful basis

For more information about your rights, visit: [Your data protection rights | High Life Highland](#)

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Data Protection Officer

If you have any questions about how your information is used, please contact:

Data Protection Officer

Highland Council
Headquarters
Glenurquhart Road
IV3 5NX

Email: DPO@highland.gov.uk

Telephone: 01463 702029

Complaints

If you are unhappy with how your personal information has been handled, you may contact:

Information Commissioner's Office (ICO)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: <https://ico.org.uk>