

Privacy notice for volunteers

This privacy notice is relevant to individuals applying to volunteer, as well as current and former Lymphoma Action volunteers.

If you have any questions about how we manage your personal information, please contact the Volunteering Team.

Lymphoma Action is committed to protecting your privacy and being transparent about how we collect and use your personal data. We work in full compliance with data protection legislation.

Your information is securely stored and only used or accessed in line with this privacy notice and the Charity's [Privacy](#), Confidentiality, and Data Protection policies.

What information does Lymphoma Action collect about you?

We collect personal information about you to manage your volunteer relationship with Lymphoma Action. This includes details that are essential for communication and support, such as your name, email address, postal address, and phone number. Lymphoma Action keeps a record of your volunteering role(s), the activities you've taken part in and training you have completed. We also securely store information about concerns raised through our problem-solving process and any safeguarding issues.

In addition, you may be asked to provide information such as your connection to lymphoma and your health where relevant for our support roles.

We invite volunteers to share any skills or interests, emergency contact details, accessibility and support needs and diversity information, which is entirely optional. Diversity information is anonymised for reporting purposes only.

Confidential information you share with us in relation to your volunteering is used for wellbeing and safety purposes. You can update or amend your information at any time through our Volunteer Management System (VMS) called Assemble, giving you control over your personal data.

We may collect this information in a variety of ways. For example, data might be collected through application forms, informal interviews, check-in calls and meetings.

Why does Lymphoma Action process your personal data?

We process your personal data for several important reasons:

- It helps us safeguard your health, wellbeing, and safety during volunteering activities and that of others you engage with.
- It enables us to support and manage your volunteering involvement, ensuring you have the resources and guidance you need.
- It allows us to communicate effectively and coordinate activities across the organisation.
- Additionally, we use this information to match you with opportunities that align with your skills, interests, and experience.

What lawful basis allows us to process and use your information?

We rely on legitimate interests to manage your volunteering relationship and ensure the smooth operation of our services. Where you provide information such as diversity data or additional details about your health and your connection to lymphoma (classed as special category data), we process this based on your consent.

Where do we store your personal information?

Your personal information is stored in secure systems, primarily in the VMS. Assemble is a password-protected platform that allows you to manage your own data and volunteering activities. Any data exported from the system is stored securely and deleted once its intended purpose has been completed.

We also use a Customer Relationship Management (CRM) system to manage interactions with volunteers and supporters.

Both systems are owned by the same provider and allow data syncing to ensure consistency across our records. Limited volunteer information is also stored in secure folders of the Charity's SharePoint intranet.

Who has access to your data?

Access to your personal data and confidential information on Assemble is accessible to staff who are directly responsible for recruiting, managing, and supporting you in your volunteering role. We will only share your personal information with other staff and volunteers with your consent, where it is relevant to your participation.

You can view and manage your own information through your account too.

Assemble offers an optional shared directory where volunteers and staff can connect and message each other. If you choose to join, you can manage your preferences at any time through your Assemble profile.

All staff have access to the CRM system, however confidential volunteering information is never stored here.

Do we share your personal information with any third parties?

We do not share your personal or confidential information with third parties for marketing purposes. However, some data may be shared with secure system providers, such as Assemble and Access Charity CRM, to enable us to manage your volunteering effectively.

We may also use external platforms, such as SurveyMonkey and Calendly, to facilitate volunteer engagement. Participation in activities using these systems is optional, and alternative methods can be provided upon request.

All sharing is carried out in line with our [Privacy policy](#) and data protection obligations.

Do we transfer your information outside of the UK?

SurveyMonkey is a US-based company that provides services for creating, sending, and analysing online surveys and forms. They are signatories to the EU-US Data Privacy Framework. Under the UK Data Protection (Adequacy) (USA) Reg 2003 (known as the UK-US 'data bridge') they are deemed to meet the required standards to maintain the privacy of citizens when data is transferred to and processed by them on behalf of UK based organisations.

How long do we retain your data?

We retain your personal and confidential data for the duration of your volunteering and for three years after your involvement ends, allowing us to provide references and respond to any queries. After this period, your data is anonymised on Assemble and volunteering information is deleted from the CRM, with only a basic record retained.

Volunteer application information and references are anonymised six months after you join. If your application is closed or withdrawn, it is anonymised one month after closure. You can request to remove your data at any time by emailing volunteering@lymphoma-action.org.uk.

How is your data protected?

We take data security seriously. All systems are password-protected and comply with the UK General Data Protection Regulation (UK GDPR) requirements.

Data is encrypted on Assemble, and access is restricted based on staff roles.

Can you access all the data we have stored about you?

Under the UK GDPR, you have the right to access the personal data we hold about you. This is called a subject access request. It provides confirmation that we are processing your data, a copy of your personal data, and information about how we use and store it. To make a Subject Access Request, email volunteering@lymphoma-action.org.uk with 'Subject Access Request' in the subject line. We will respond within one month of receiving your request and may need to verify your identity before providing the information.

Do you have any other data protection rights?

Right to object

Where we process your data based on legitimate interests, you have the right to object to that processing. This means we will stop using your data for the specific purpose you've objected to, and will let you know what steps we will take.

Right to erasure (also known as the 'Right to be Forgotten')

You can ask us to delete your personal information. This isn't always possible as certain circumstances require us to keep some information, for example a safeguarding incident. We'll speak with you about what is possible following a request.

For more details about your rights, please see Lymphoma Action's [Privacy Policy](#).